

Symptom:

The QD2040-MAX's modem will not answer when dialed.

Cause:

We have had issues with modem becoming unseated during shipping or during the customs inspection process.

Solution:

1. Shut down QD2040-MAX -- press and hold the power button, the POWER LED will go out.



2. Remove the three screws that hold the cover and remove the cover.



3. Remove the screws that hold the modem and PCI riser card in place.



4. Remove the modem and PCI Riser card, and reset.



5. Replace the cover and screws.

6. Power up unit.