

What steps should I follow if I can't connect?

Contributed by Wahoo Prime
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Before contacting our helpdesk, please follow these steps to help reduce unnecessary calls to our support staff and reduce the delay for your restoration of service.

- If you are using a personal router, please reboot it. Make sure the WAN or Internet light is on when you plug your router's Ethernet cord from the wall to the router.
- If you are plugged into a personal router and are getting "Limited or No Internet Connectivity" messages, the problem is within your router.
- You must be using an Ethernet cord from your PC Ethernet connector to the wall outlet.
- Your PC must be set up for DHCP and have TCP/IP and the proper network driver installed and running.
- If your PC is giving you an indication the network cable is unplugged, make sure you are plugged into a working bedroom outlet. Only one outlet in each bedroom is activated. If this still does not resolve the problem, make sure you have a working cable (try using another known working cable).
- If you are getting a "Limited or no Internet Connectivity" message when plugging directly into the wall Ethernet outlet, try unplugging one end of the network cable (it doesn't matter which end) for 30 seconds before plugging it back in.