

# No Internet Connection / Access

71 Mark Simcoe Wed, Jul 26, 2017 [Broadband / IC-Air](#) 2382

## 1 - DO YOU HAVE A DIAL TONE?

**Yes** - Proceed to section two

**No** - Replace filter, if this does not work call your local telephone provider. All voice-related problems must be raised through them.

## 2 - IS THE ROUTER/MODEM POWER LIGHT ON?

**Yes** - Proceed to section three

**No** - Check router/modem power cable / Replace router

## 3 - IS ADSL/LINK LIGHT STABLE?

**Yes** - Proceed to section four

**No** - If the light is off or flashing, reboot the router/modem. If this doesn't work, try with a known working router or modem. If this doesn't work then call technical support

## 4 - IS YOUR ROUTER CONFIGURED CORRECTLY?

**Yes** - Call technical support

**No** - Please check your routers configuration against generic router settings below. If this does not resolve your problem call technical support.

**Username** - Your username provided (Internet Central connections use [username@ic-adsl.co.uk](#))

**Password** - Your password provided

**VPI** - 0

**VCI** - 38

**Encapsulation type** - VC MUX

**Protocol** - PPPoA

**PPP Authentication** - PAP or CHAP

Ask us about our iPlates - these help to reduce electrical interference and may improve the stability and speed of your broadband. Available now.

Online URL: <https://kb2.ic.uk/article.php?id=71>