No Internet Connection / Access

71 Mark Simcoe Wed, Jul 26, 2017 Broadband / IC-Air 3399

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