

No Internet Connection / Access

71 Mark Simcoe Wed, Jul 26, 2017 [Broadband / IC-Air](#) 3199

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>