

## No Internet Connection / Access

Article Number: 71 | Rating: Unrated | Last Updated: Wed, Jul 26, 2017 at 4:51 PM

### 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](mailto:username@ic-adsl.co.uk) (mailto: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.

Posted by: Mark Simcoe - Wed, Jul 26, 2017 at 4:51 PM. This article has been viewed 5156 times.

Online URL: <https://kb.ic.uk/article/no-internet-connection-access-71.html> (<https://kb.ic.uk/article/no-internet-connection-access-71.html>)