I can’t connect to the Internet

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This guide applies to telephone based broadband connections

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) or (mailto:username@ic-adsl.co.uk))username@ic-connect.co.uk (mailto:username@ic-connect.co.uk), but you can't interchange them)
(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: Jonathan - Thu, Jul 27, 2017 at 10:28 AM. This article has been viewed 5582 times.

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