

Point to Point Broadband
Troubleshooting Your Connection

point to point broadband



Trouble Shooting your Internet Connection

If you are unable to surf the Internet please follow the steps listed below before calling for technical support. If you are able to surf the Internet but are unable to get your email and/or you are receiving email errors when checking for mail, please double check your email settings by referring to the appropriate section of this guide. The following trouble shooting suggestions assume that you do not have a router and that your computer is plugged directly into our connection. If you do have a router plugged into our connection please consult the instructions that came with the router. The WAN/Internet port on the router should be set to “Automatic IP” or “Dynamic IP”. It should not be set to Static or PPPOE.

If you have no Internet connectivity.....

1. Reboot your computer, router (if you have one) and our module. Our module is plugged in with a power supply labeled “Motorola” and it has a “green” LED to indicate that it is on. Unplug the module for 10 seconds and then plug it back in. Once all devices have rebooted (this can take up to a couple of minutes) try to surf the Internet again. If the Internet is still not working then continue with the next trouble shooting steps.
2. At your computer open up a Command Prompt by clicking on “Start” then “Run” and typing “cmd” into the box labeled “Open” You will see a box open similar to the one below.

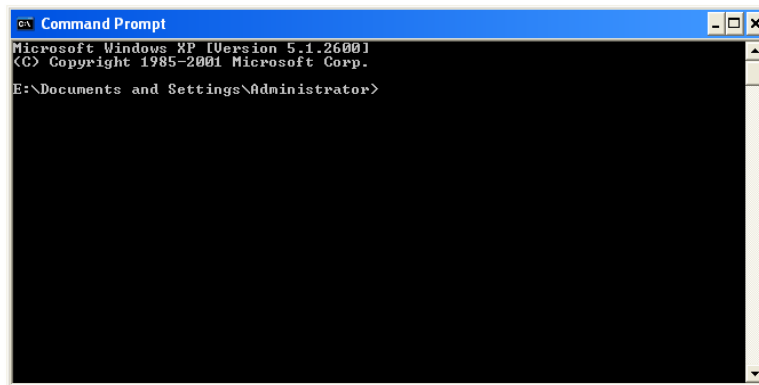
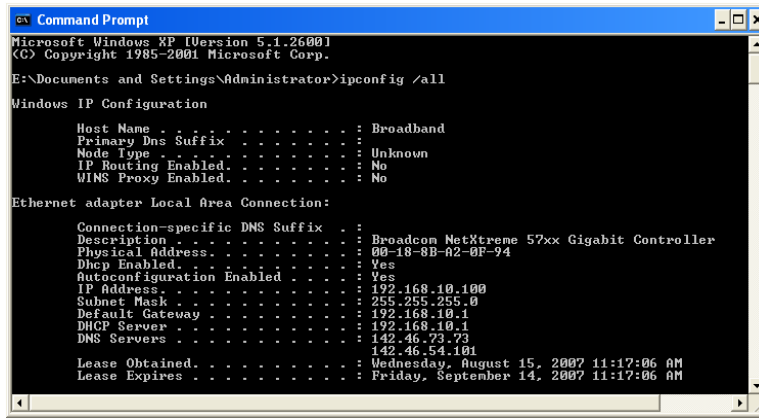


Figure 1

3. Then type “ipconfig /all” and press ENTER. You will see a box similar to the one below.



```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

E:\Documents and Settings\Administrator>ipconfig /all

Windows IP Configuration

Host Name . . . . . : Broadband
Primary Dns Suffix . . . . . :
Node Type . . . . . : Unknown
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No

Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix . . :
Description . . . . . : Broadcom NetXtreme 57xx Gigabit Controller
Physical Address. . . . . : 00-18-8B-A2-0F-74
Dhcp Enabled . . . . . : Yes
Autoconfiguration Enabled . . . . . : Yes
IP Address . . . . . : 192.168.10.100
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 192.168.10.1
DHCP Server . . . . . : 192.168.10.1
DNS Servers . . . . . : 142.46.73.73
                        142.46.54.101
Lease Obtained. . . . . : Wednesday, August 15, 2007 11:17:06 AM
Lease Expires . . . . . : Friday, September 14, 2007 11:17:06 AM
```

Figure 2

4. You should see your network adapter listed. In the example above the “Ethernet adapter Local Area Connection:” is a Broadcom NetXtreme 57xx Gigabit Controller. Yours may be different; however, you should see one listed.
5. Your IP address should start with 192.168.10.xxx (The xxx is your unique computer number). Your subnet mask should be 255.255.255.0 and your default gateway should be 192.168.10.1 If any of these pieces of information are not correct or none are listed please confirm your computer settings by following the instructions in this guide to “Setting up TCP/IP” on page 3.
6. Your DHCP Server should be listed as 192.168.10.1 and you should have DNS Servers listed. Please note that they may not be as listed above but some numbers should be listed. If your DHCP server or DNS servers are not listed correctly, please confirm your computer settings by following the instructions in this guide to “Setting up TCP/IP” on page 3.
7. After confirmation that your “TCP/IP” is setup correctly please repeat steps 1 through 4 to confirm that the information appears as in the example above. If it does not appear please call Technical Support. If it does appear then please try to surf the Internet.