



**ALWAYS AHEAD**



# Internet Connection Troubleshooting

## **Internet Connection Troubleshooting**

is how to check the broadband Internet usage and solve the basic broadband Internet problem as following information;

- 1. ADSL Router status**
- 2. Internet Usage Check**
- 3. Basic ADSL Router Configuration**
- 4. Internet Usage FAQ**
  - 4.1 Slow Data Transfer Rate**
  - 4.2 Able to connect to the Internet, but unable to enter websites**
  - 4.3 Internet Interruption**
  - 4.4 Able to connect to the Internet but unable to access email**

# 1. ADSL Router Status

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## Light Indicating Status

Status	meanings	Normal Status	errors
1. PWR/SYS	device status on/off	steady green light	no light
2. LAN	LAN status	steady green light = Internet connecting at speed 10 Mbps (flashing light when data is transferring)	no light
		steady orange light = Internet connecting at speed 100 Mbps (flashing light when data is transferring)	no light
3. WLAN	Wireless status	steady green light	no light
4. DSL	ADSL status	steady green light when connected	flashing green light
5. INTERNET	Wireless Router connection status	steady green light	no light

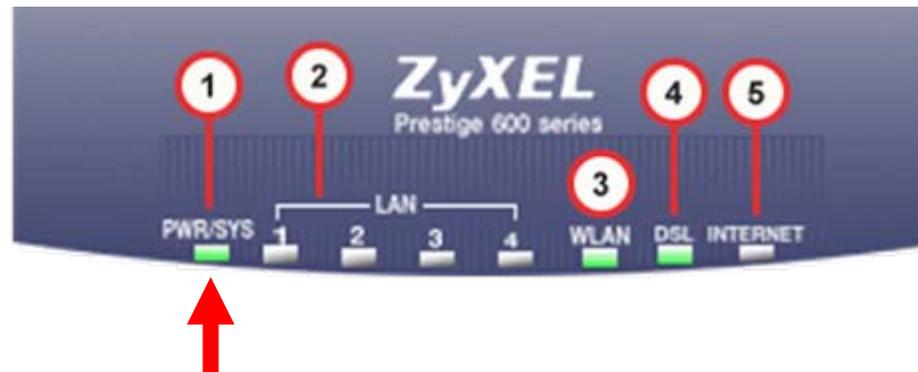
# 1. ADSL Router Status



## 1) Why isn't power light on? (Number 1)

If the power light is unlit or flashing, try the followings to check;

- 1.1 Check the ADSL Router is turned on.
- 1.2 Check the adapter is firmly plugged.
- 1.3 Check the UPS is on and ready to use.
- 1.4 Restart the ADSL router and computer.
- 1.5 Contact KSC Customer Service for further investigation.



# 1. ADSL Router Status



## 2) Why isn't LAN light on? (Number 2)

2.1 Check the LAN line is firmly plugged to computer LAN port.

2.2 Check the IP Gateway is 192.168.1.1

Go to **Start > Run > Type "cmd" > click "OK"**

System then shows the command prompt window,

Type **"ipconfig"** at c:\>. The system then displays your IP Gateway (Default Gateway).

```
C:\>ipconfig

Windows 2000 IP Configuration

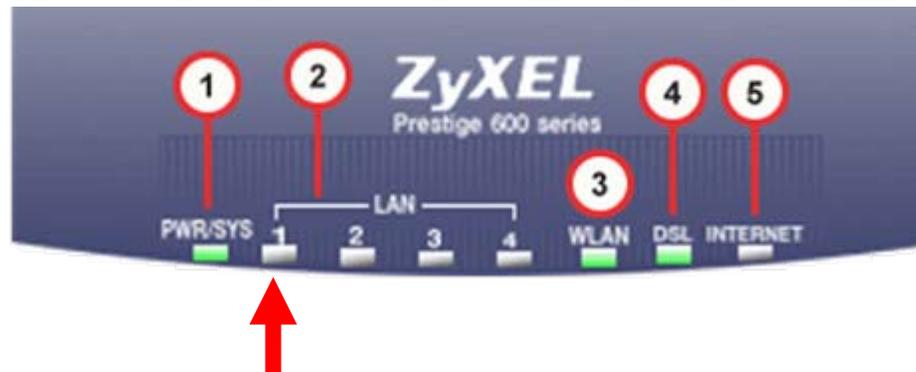
Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . : 
    IP Address. . . . . : 192.168.1.33
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1
```

# 1. ADSL Router Status



- 2.3 Reinstall the LAN Card Driver in case it's not installed or cannot be used.
- 2.4 Check your LAN cord works properly. In case your LAN cord is out of order, you will be able to connect Internet when changing to the new one.
- 2.5 Restart the ADSL Router and Computer.
- 2.6 Contact KSC Call Center for further investigation.

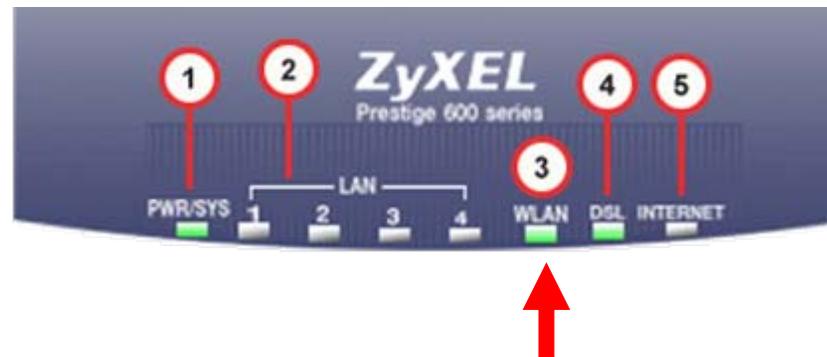


# 1. ADSL Router Status



## 3) Why isn't the WLAN light on? (Number 3)

The WLAN light should be on in case “Active Wireless LAN” or “Enable Wireless” is enable for activating the wireless Internet connection.

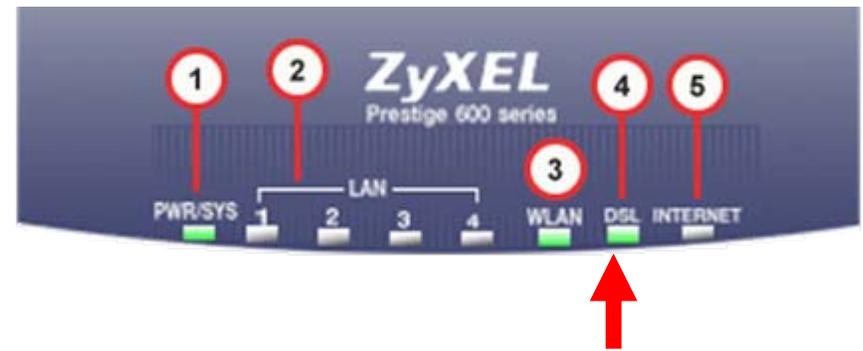
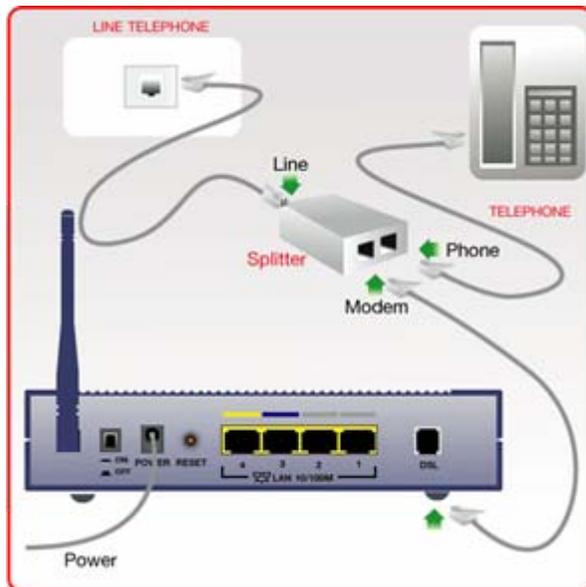


# 1. ADSL Router Status



## 4) Why isn't DSL light On? (Number 4)

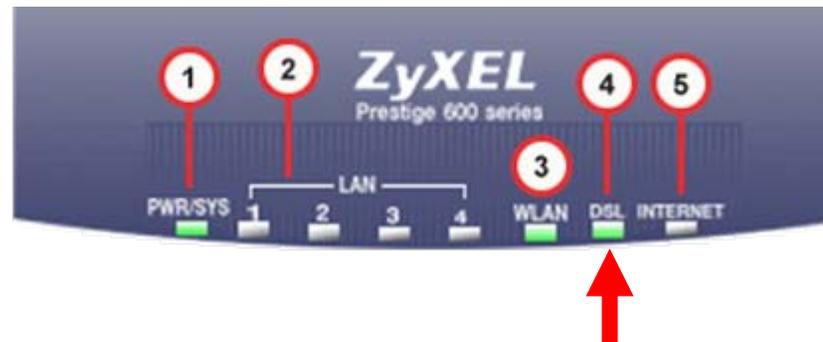
- 3.1 Check the ADSL router and splitter are plugged into the correct line socket. The green light should be steady on if plugging in the correct socket.
- 3.2 If you are using a splitter, try to connect the router to the socket directly. This is to check whether the splitter is out of order.



# 1. ADSL Router Status



- 3.3 Try using a new telephone cable to see whether the problem occur because the old cable.
- 3.4 Check that your ADSL line works properly by making a phone call. It can't be made with a defected line.
- 3.5 Restart your ADSL Router and computer.
- 3.6 Check that the ADSL Router Configuration is correct. (See more information in Basic ADSL Router Configuration.)
- 3.7 Contact KSC Call Center for further investigation.



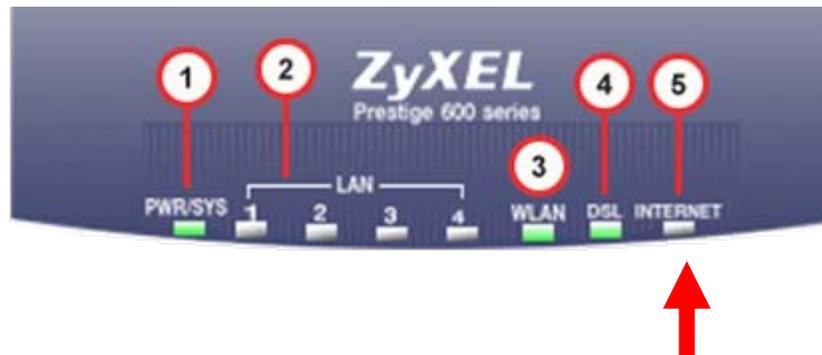
# 1. ADSL Router Status



## 5) Why isn't the Internet LED on? (Number 5)

The Internet light is not always on. It flashes only when the data is transferred.

In case the Internet light is unlit but you are able to connect to the Internet. The LED may be inoperative because the ADSL Router may be out of order. Check the other parts of the device to see whether it works properly.



## 2. Internet Usage Check

# 2. Internet Usage Check



You can check the Internet connection is successfully after complete the installation by following instruction;

## 1) Enter to websites.

Open Internet Explorer and type a URL (for example, type [www.ksc.net](http://www.ksc.net)). In case the Internet is successfully connected, then you are able to enter websites.

If you are unable to enter websites, please see the next instruction.

## 2) Ping a website.

Go to **Start > Run > Type "cmd" > click "OK"**

The system then shows the command prompt window, type **"ping www.yahoo.com -t"** at `c:\>`.

In case the Internet is successfully connected, system then replies with reply from command.

```
C:\>ping www.yahoo.com -t
Pinging www.yahoo-ht3.akadns.net [209.131.36.158] with 32 bytes of data:
Reply from 209.131.36.158: bytes=32 time=234ms TTL=49
Reply from 209.131.36.158: bytes=32 time=232ms TTL=51
Reply from 209.131.36.158: bytes=32 time=233ms TTL=49
Reply from 209.131.36.158: bytes=32 time=232ms TTL=49
Reply from 209.131.36.158: bytes=32 time=232ms TTL=51
```

In case system couldn't reply, please see the next instruction.

# 2. Internet Usage Check



## 3) Ping IP Gateway

Go to **Start** > **Run** > Type **"cmd"** > click **"OK"**

The system then shows the command prompt window, type **"ping 192.168.1.1"** at c:\>

```
C:\>ping 192.168.1.1
Pinging 192.168.1.1 with 32 bytes of data:
Reply from 192.168.1.1: bytes=32 time=1ms TTL=254

Ping statistics for 192.168.1.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 1ms, Maximum = 1ms, Average = 1ms
```

In case the Internet is successfully connected, system then replies with reply from command.

In case system couldn't reply, please see the next instruction.

# 2. Internet Usage Check



## 4) IP Config

Go to **Start** > **Run** > Type **"cmd"** > click **"OK"**

The system then shows the command prompt window, type **"ipconfig"** at c:\>

```
C:\>ipconfig
Windows 2000 IP Configuration
Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . :
    IP Address. . . . .               : 192.168.1.33
    Subnet Mask . . . . .             : 255.255.255.0
    Default Gateway . . . . .         : 192.168.1.1
```

In case the Internet is successfully connected, system then replies with IP Address.

In case system couldn't reply, please see the next instruction.

## 5) Contact KSC Call Center for further investigation

# 3. Basic ADSL Router Configuration

# 3. Basic ADSL Router Configuration



The ADSL Router should be configured to the following settings;

1) **Encapsulation**  
Choose **“PPPOE”**

2) **VPI / VCI**

	TRUE	ADC	Samart	TT&T
VPI	0	0	0	0
VCI	100	35	35	33

3) **Username & Password**  
(as you have already set)

4) **Connection**  
Choose Nailed-Up Connection.

You can contact KSC Call Center to check your ADSL Router configuration is correct. Or check the ADSL Router instruction provided with the ADSL Router box.

# 4. Internet Usage FAQ

# 4.1 Slow Data Transfer Rate



If you experience the slow data transfer rate, please follow the below instruction to solve problems.

## 1) **Check whether Internet connection is completed.**

Restart the ADSL Router and computer. Then, check as following;

### 1.1 **Check the ADSL Router light.**

In case the ADSL Router light is indicating normal status, please see the instructions in "**ADSL Router Status**" to check and solve. The incomplete Internet connection may cause the slow data transfer rate.

### 1.2 **Check whether you can enter websites.**

In case you can't enter websites, please see the instruction in "**Internet Usage Check.**" The incomplete Internet connection may cause the slow data transfer rate.

In case the ADSL Router light is indicating normal status or you can enter websites, please see the next instructions.

# 4.1 Slow Data Transfer Rate



## 2) In case your computer network is connected via LAN.

### 2.1 Check numbers of the computers in the same network.

In case there are too many computers in the network may causes the slow data transfer rates as they are accessing to the Internet at the same time.

To solve this problems, adjust the Internet speed to match numbers of computers in the network.

### 2.2 Check virus infection in your network

In case a computer is infected, virus are able to spread to other computers in the same network and cause a slow data transfer rate.

To solve this problem, scan for virus and use an Antivirus program to clean virus.

## 3) Contact KSC Call Center for further investigation.

3.1 To check ADSL connection in your coverage area.

3.2 To check the connections at the telephone exchange in your coverage area.

## 4.2 Able to connect to the Internet, but unable to enter websites



To check why you are unable to enter websites, please see the instruction below.

### **1) Try to enter both domestic and international websites.**

Try to enter international websites, such as [www.yahoo.com](http://www.yahoo.com), [www.hotmail.com](http://www.hotmail.com) and Thai websites, such as [www.ksc.net](http://www.ksc.net), [www.manager.co.th](http://www.manager.co.th).

If you are able to enter those websites, please contact KSC Call Center to check problems in domestic and international connections.

If you are unable to enter none of those, please see the next instruction.

## 4.2 Able to connect to the Internet, but unable to enter websites



### 2) Check whether you can connect to the Internet.

Restart your ADSL Router and computer. Then, check the ADSL Router light is indicating normally, try to enter websites again.

In case the ADSL Router light indicates error, please check and follow the instruction in **“ADSL Router Status.”**

If the ADSL Router light indicates normally, but still, you are unable to enter any websites, please see the next instruction.

### 3) Check whether you can access to other online applications.

Try to access other applications required Internet access, such as an instant messenger or an online game.

In case you are unable to access that application, check whether the ADSL Router configuration is correct then restart your ADSL Router.

# 4.2 Able to connect to the Internet, but unable to enter websites



## 4) Check Internet Explorer.

### 4.1 Reset all settings in Internet Explorer.

Go to **Tools > Internet Options**

At "**General**", click "**Delete Cookies**", "**Delete Files**", "**Clear History.**"

Then go to **Advance**, click "**Restore Defaults**" then click "**OK .**"

### 4.2 Check whether "**Working Offline**" is enabled.

In case "**Work Offline**" is enabled. You will be unable to enter websites.

To check, look to program title bar , if it is [Work Offline],  
go to **File > Work Offline** to disable the command.

Try to enter websites again, if you are unable, please see the next instruction.

# 4.2 Able to connect to the Internet, but unable to enter websites



## 5) Check Router Performance.

Ping or telnet to the IP Router.

Go to **Start** > **Run** > Type "**cmd**" > click "**OK.**"

The system then shows the command prompt window, type "**ping 192.168.1.1**" at c:\>

```
C:\>ping 192.168.1.1
Pinging 192.168.1.1 with 32 bytes of data:
Reply from 192.168.1.1: bytes=32 time=1ms TTL=254

Ping statistics for 192.168.1.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 1ms, Maximum = 1ms, Average = 1ms
```

In case the router works properly, system then replies with Reply from command. Try to enter websites again, if you are unable, please see the next instruction.

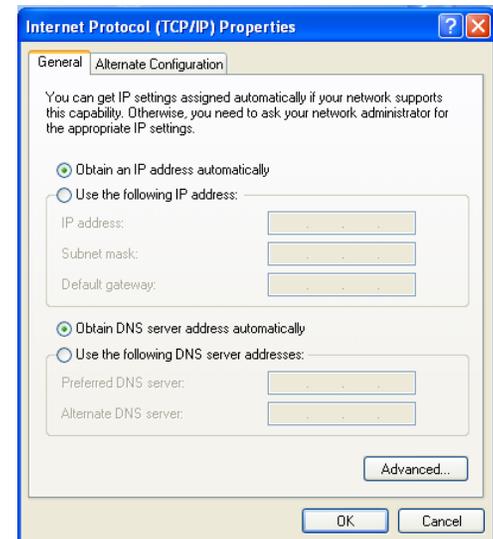
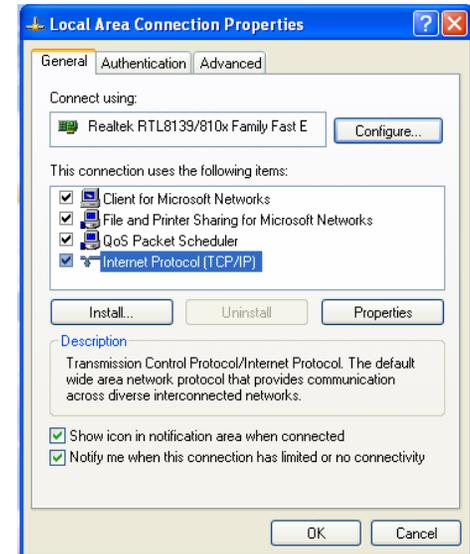
# 4.2 Able to connect to the Internet, but unable to enter websites



## 6) Check whether your computer is set to fixed IP

Your computer must not be set to fix IP, please reset your computer as the instruction below;

- 1) Go to **Start > Control Panel > Network Connection.**
- 2) Click **"Local Area Connection"** and right-click to choose **"Properties."**
- 3) When the system shows properties window appears, click **"Internet Protocol (TCP/IP)" > "Properties."**
- 4) Check **"the Obtain an IP address automatically"** and **"Obtain DNS Server address automatically."** Then click **"OK."**



# 4.2 Able to connect to the Internet, but unable to enter websites



## 7) Check whether Proxy at Internet Explorer is set.

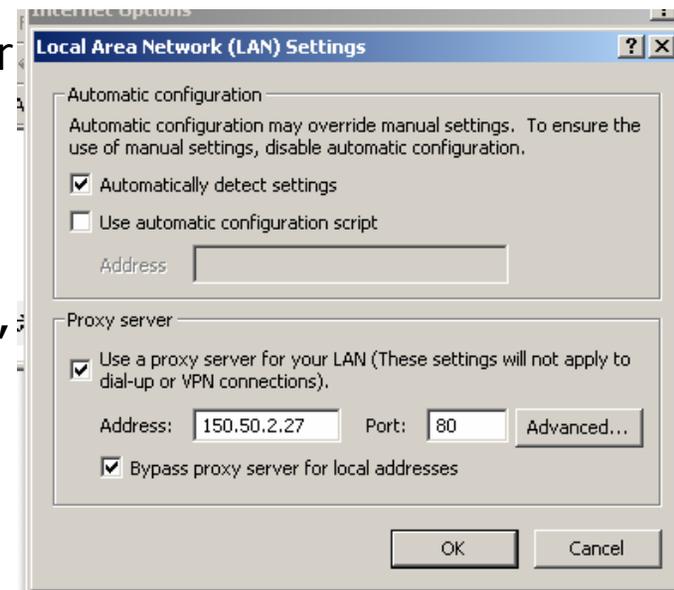
Check whether you set proxy at Internet Explorer. Please reset your computer as the instruction below;

- 1) Open Internet Explorer.
- 2) Go to **“Tools”**, choose **“Internet Options”**
- 3) Choose **Connections > LAN Settings**.

If the proxy is set, **“Use a proxy server for your LAN...”** is checked and you are unable to enter websites.

Uncheck that option to disable proxy setting.

Try to enter websites again, if you are unable, please see the next instruction.



## 4.2 Able to connect to the Internet, but unable to enter websites



### **8) Reinstall your ADSL Router (See router manual)**

Try to enter websites again, if you are unable, please see the next instruction.

### **9) In case your computer network is connected via LAN.**

Contact your IT Admin to check Client Policies settings.

### **10) Contact KSC Call Center for further investigation.**

# 4.3 Internet Interruption



## 1) Check Noise

Make a phone call by using the ADSL line to check whether there is noise. If there is noise, contact KSC Call Center.

## 2) Check splitter performance

Check whether the splitter works properly. Try to connect the router to ADSL socket directly, not through the splitter. If the problem is caused by a damage splitter, you should be able to access to the Internet when making a direct connection.

## 3) Reinstall ADSL Router (See the router instruction.)

## 4) Contact KSC Call Center.

4.1 To check ADSL connection in your coverage area.

4.2 To check connection at the telephone exchange in your coverage area.

# 4.4 Able to connect to the Internet, but unable to access email



## 1) **Check whether the Internet connection is completed.**

Restart your ADSL Router and computer, In case the Internet connection is completed you will be able to connect to the Internet when you restart the device.

In case the Internet connection is incomplete, please see the next instruction.

## 2) **Check whether you can use other online programs**

Try to enter websites or other online applications, such as Instant Message or online game.

In case you are unable to access that applications, please see the next instruction.

## 3) **Check whether the email settings are correct.**

Correct Email Settings;

Incoming = pop.th.com

Outgoing = smtp.th.com

## 4) **Contact KSC Call Center for further investigation.**

ALWAYS THANKS



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