

# TROUBLESHOOTING TIPS

## INTERNET

### Connectivity

1. If Internet Explorer can't display the webpage:
  - A. If you are using a router begin at step 1.
  - B. If you are NOT using a router Shut Down your PC and begin at step 5.
    1. Unplug the power from the router; verify all lights on the front of the router are off.
    2. Shut down your PC.
    3. Plug in the power to the router.
    4. Wait 2 minutes.
    5. Startup your PC.
    6. Once your PC is loaded back to the desktop, open Internet Explorer.
    7. If the PC still is unable to access the internet; verify that all Ethernet cables are properly connected.

#### Additional items to check

- a. For Internet Explorer: Click File and Verify that Work Offline is NOT checked.
    - b. For Internet Explorer: Click Tools, Click Internet Options, Click Delete Cookies and Clear History. Click the Privacy tab; verify security is set to medium. Click the Connections tab; verify that the Proxy Server checkbox is Unchecked.
    - c. For Internet Explorer: You can also Click Tools, Click Internet Options, Click the Advanced Tab and click the Restore Defaults button in the lower right corner. This will return all settings back to their default state!
    - d. Note: After making changes make sure to close and reopen Internet Explorer.
2. Wireless Connection:
  - A. NOTE: The Name of your router by default is normally the brand name of the router! (Ex. TP-Link, Linksys, Belkin, D-Link. This may also have numbers following it!)
  - B. NOTE: There will be a signal strength bar in the bottom right corner of your monitor screen for the wireless connection.
    1. Left click on the wireless signal bars.
    2. The name of your router should be listed in the popup window, and listed as Connected. If there is not any wireless connections available proceed to step 3.

If your wireless router is not listed but other wireless connections are available proceed to step 5.

3. Verify the Wireless Card / Adapter is Enabled / Turned On.
4. Refer to step 2.
5. Unplug the power from the router.
6. Shut down the PC.
7. Reconnect power to the router.
8. Wait 2 minutes.
9. Start up the PC, once the PC is loaded back to the desktop, Refer back to step 1.

**Additional Items to Check:**

- a. Verify the Wireless Card / Wireless Adapter is properly connected to the PC.

## **VIDEO**

### **Video with a Set Top Box**

1. When connecting the Set Top Box, make sure to connect all cables before plugging the Set Top Box into the AC outlet.
2. Make sure the cable from the wall outlet is connected to the Cable In Port on the back of the SetTop Box.
3. Take note as to what type of cable you connect the Set Top Box to the TV.
4. After you power on the Set Top Box, wait until you see the clock display on the front of the Set Top Box (this can take up to 4 minutes).
5. Turn on the Set Top Box, and then turn on the TV.
6. Put the TV on the correct input.
  - A. If the TV was connected with a Coax cable, put the TV on Ch. 3.
  - B. If the TV was connected with a different cable, put the TV on the associated input for that cable type.
  - C. Note: Most TV's can be programmed to the Set Top Box Remote, additional instructions can be found in the Set Top Box Remote Manual and on our website [musfiber.com](http://musfiber.com)!

## **PHONE**

1. No Dial tone:
  - A. Make sure all the phones are on the hook.
2. Static on phone:
  - A. Check other phones for static.
  - B. If your phone is cordless, check the batteries.

If you are still having issues, contact FiberNET Technical Support 423-586-4121.