

What to Do if Your Wired Internet Connection is Down

My Internet Provider is: _____

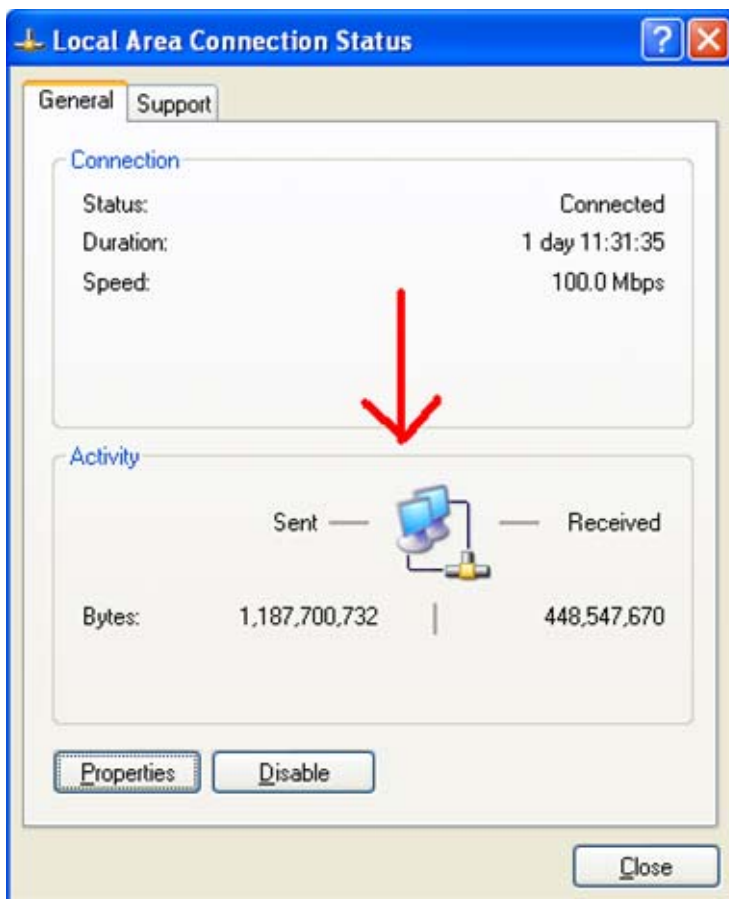
My Internet Provider's Support Number is: _____

My Account Number is: _____

My DSL Telephone Number is: _____
(if applicable)

Desktronix Phone Support: 1-866-DSK-TRNX (375-8769)

Double-click on the Network icon on the bottom right hand side of your screen. You should see the following window.

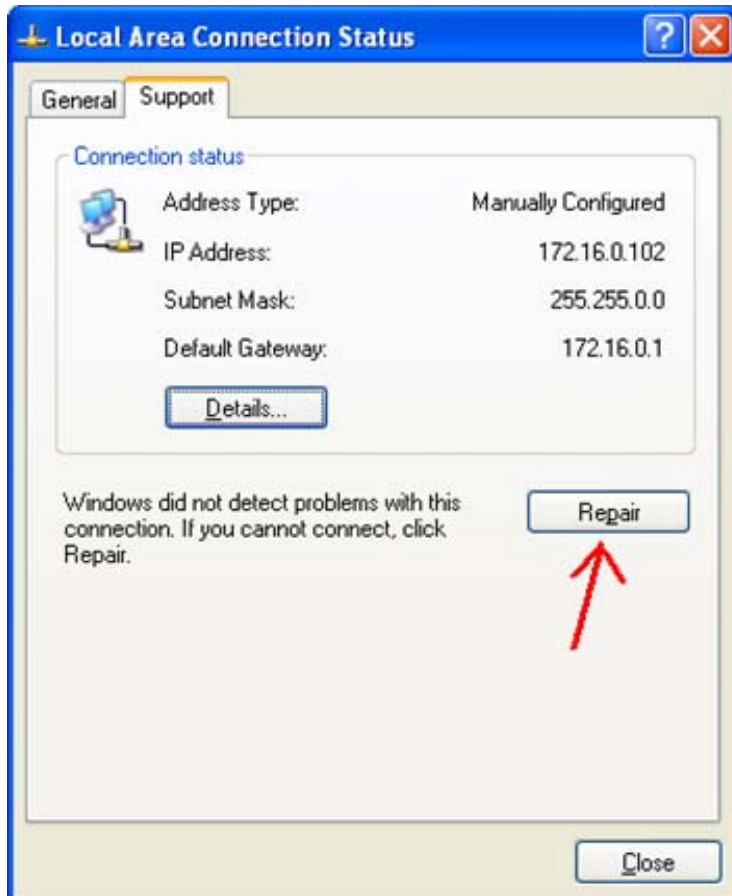


If the status is disconnected:

This means that the network cable is unplugged. Check to see that the network cable is plugged in and

If the status is connected:

Click on the Support tab at the top and click on Repair.



Test your internet connection after the connection is repaired.

If the IP Address on this screen begins with 169:

Call Desktronix and report that your internet connection is down and your router is not assigning an IP Address to your computer.

If the IP Address on this screen begins with 192:

Test the internet connection on another computer in your house.

Unplug the power cables from your modem and your router. Wait 10 seconds and then plug the power cable into your modem. Wait 45 seconds more and then plug the power cable into your router. Restart your computer and test your internet connection.

If your internet connection still does not work, your internet provider may be experiencing downtime. Check the ready light on your modem to see if it is blinking. Call Desktronix at and report that your internet connection is down and the status of the ready light on your modem.