



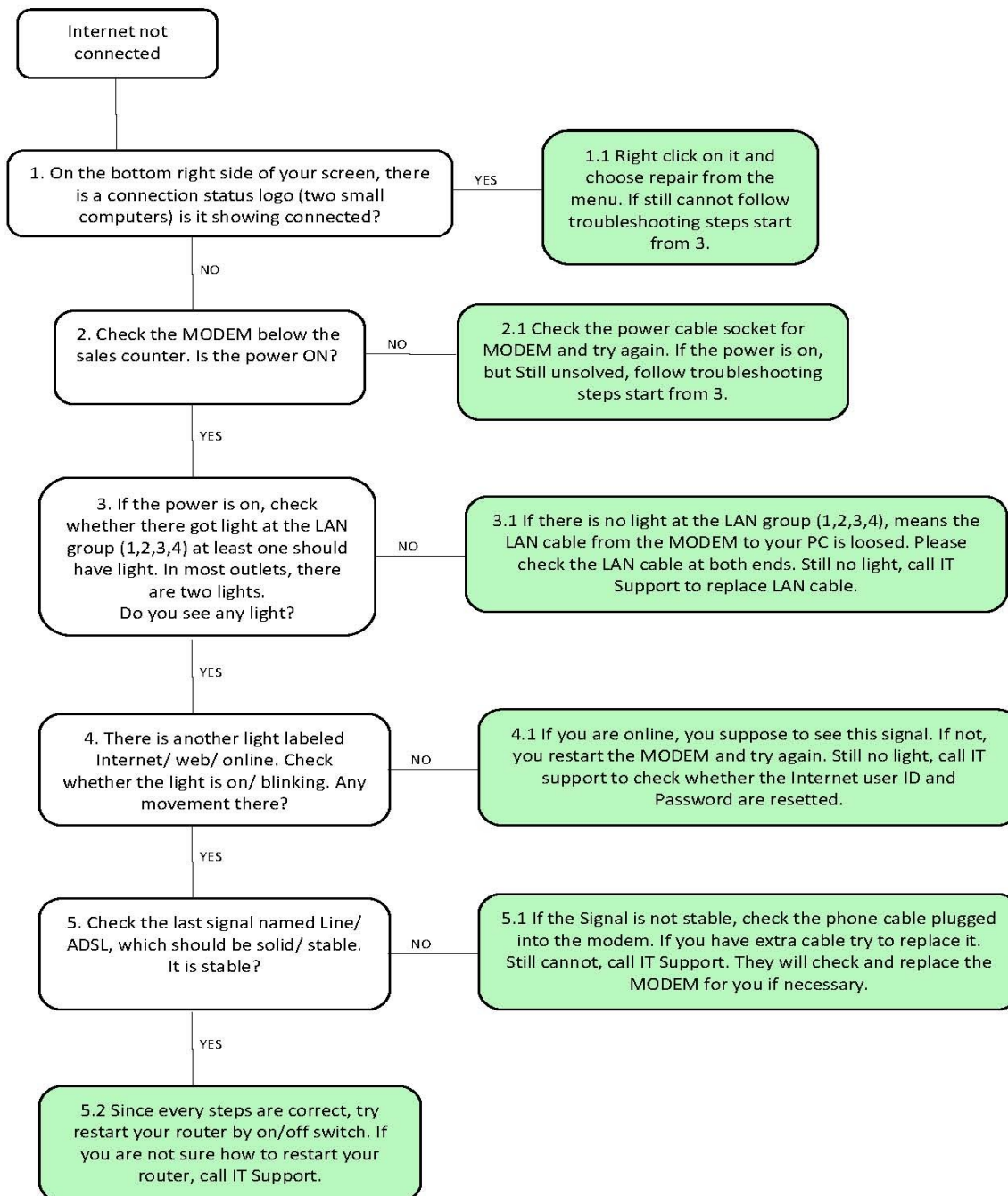
User Guide

**Software Windows Solution
(Internet & Modem Issues)**

Spectacle Hut

www.selfhelp.spectaclehut.com.sg

Flow Chart



Content Page

When the internet is not connected

1. Check connection status logo	Page 4
1.1 Choose repair from menu	Page 4
1.2 Access the Control Panel	Page 5
1.3 Access the Network Connections	Page 5
1.4 Right-click onto the existing wireless internet connection	Page 6
1.5 Click on “Connect” option to enable internet connection	Page 6
2. Check the power of modem	Page 7
2.1 Check power cable socket	Page 7
3. Check the lights at the LAN group	Page 8
3.1 Check LAN cable	Page 9
4. Check the light labeled “internet”	Page 10
4.1 Restart modem and call for IT support	Page 10
5. Check the signal labeled line or ADSL	Page 11
5.1 Check phone cable plugged to modem	Page 11
5.2 Restart the router and call for IT support	Page 12
6. Check power cable plug and power supply	Page 12
6.1 Plugging power cable plug into different power point	Page 13
6.2 Plug into a wall socket instead of plugging into an extension cord	Page 13

Solution for unable to connect to the internet

This section would teach you how to solve the problems when your internet is not connected.

When you are unable to connect to the internet:

1. Check the connection status logo at the bottom right corner of your screen whether it is showing connected.

Connection status logo



1.1 If the internet is connected, right click on the connection logo and choose repair. If the internet is still not working, please continue to follow the troubleshooting steps starting from step 1.2.

Right click connection status logo and click repair



1.2 If the internet is still not connected, access to the “Control Panel” by clicking on the “start” icon at the bottom left of your desktop screen.

Click on the “start” icon at the bottom left of your computer screen. Then, select the “Control Panel” option as shown below



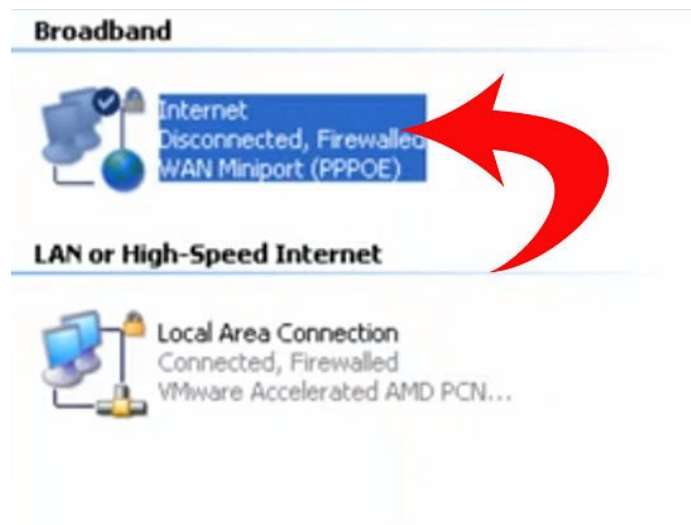
1.3 Once you have clicked onto the “Control Panel” option, the “Control Panel” window will be displayed. Next, click on the “Network Connections” icon to access the Network Connections settings.

Click on the “Network Connect” as shown below.



1.4 After you have clicked onto the “Network Connections”, the “Network Connections” window will be displayed with all the available internet connections. Right click on the wireless internet connection, after it has finished displaying.

Right-click on the wireless internet connection that is displayed as shown below.



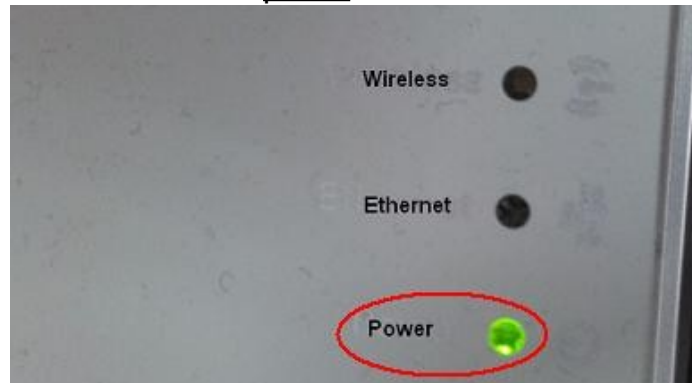
1.5 After you have right-clicked onto the wireless internet connection, click on the “Connect” option on the displayed list and then check if the internet connection is back on.

Click on the Connect” option as shown below



2. If your internet is not connected, check your modem below the sales counter whether its power is on.

Check if the power on the modem is on



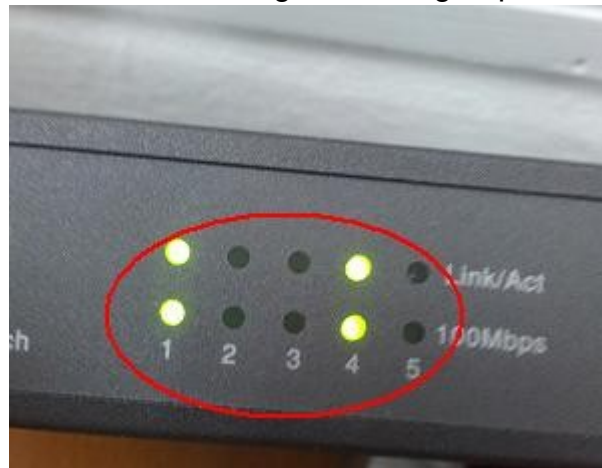
2.1 Check the power cable socket of the modem and try again. If the power is on, but it still remain unsolved, please follow the troubleshooting steps starting from step 3.

Check the power cable socket of the modem



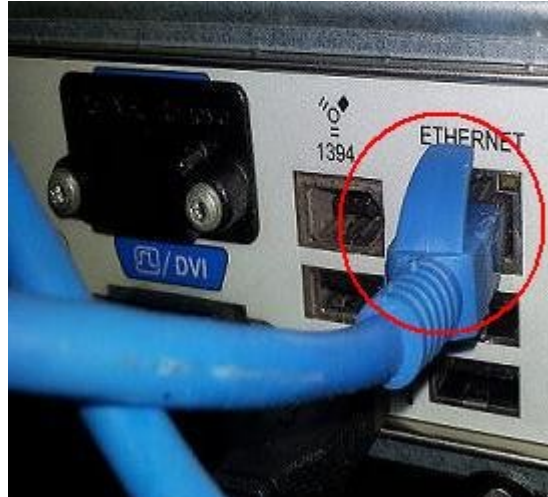
3. If the power is on, Check whether is there any light at the LAN group (1, 2, 3, 4) which at least one should have light. In most outlets, there should be two lights.

Check the light at LAN group



3.1 If there is no light at LAN group, it means that the LAN cable from the modem to your personal computer is loosed. Please check the LAN cable at both ends. If there is still no light, Call IT support to replace LAN cable.

Check LAN cable connection on CPU

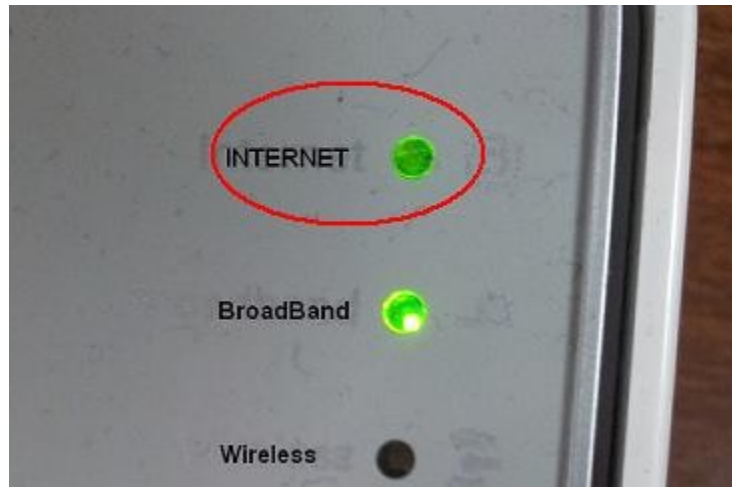


Check LAN cable on the modem



4. If there are at least one light at the LAN group, check if there is light for labeled "internet" on the modem.

Check the light labeled "internet" on the modem



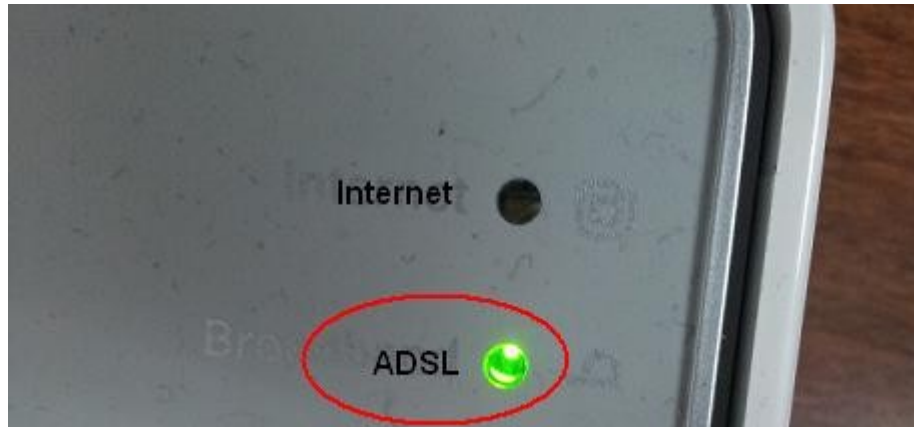
4.1 There should be a signal when you are online. If there is no light on "internet" labeled on the modem, please restart the modem and try again. However, please call IT support to check the internet user ID and Password have been reset if there is still not signal light.

Press the restart button on the modem



5. If there is light labeled “internet” on the modem, check the last signal named line or ADSL and see if its solid or stable.

Check the light labeled “ADSL” on the modem



5.1 If the signal is not solid or stable, check the phone cable plugged into the modem. If you have extra cable, please try to replace it. when there is still no signal, Call IT support. They will check and replace the modem for you if necessary.

Check the phone cable attached to the modem



5.2 Please try to restart your router by press the on or off switch. If you are not sure how to restart your router, please call IT support.

Press the On or off switch to restart your modem



6. After you have restart your router and it is still not working please look for the power cable plug that the router is connected to and check whether is it loose and power supplier is on

Check that the power cable plug of the router is not loose and the power supply is on.



6.1 After you have checked that the power cable plug is not loose and the power supply is on, unplug the power cable plug and plug it into a different power point.

Unplug the power cable plug and plugged it into another power point.



6.2 If the router is still not working, check whether is the power cable plug plugged onto an extension cord. If it is being plugged onto an extension, switch to a wall socket and plugged into it to test the router. If the router still does not work, please contact the IT support to replace the router.

Check if the plug is being plugged onto an extension cord as shown below.

