

iiNET OPEN DAY 2008

My internet is Broken

Technical Troubleshooting 101

Things to do before calling iiNet

General Troubleshooting:

What works, what doesn't?
When did it stop working?
Has anything changed?

Broadband:

Check the lights!
Check the cables
Switch off, switch on
Check the lights again!
Restart computer
(Advanced Step) Isolation Test

Dialup:

Dial again
Error message is important
Check the cables
Restart computer
Dial again

VoIP:

Most VoIP issues are caused by
Broadband issues
Power cycle modem
Try calling in and out
Check phone cabling

Web browsing:

Can you get to another site?
Reset Browser settings
Try an alternative browser – eg Firefox,
Opera

Email:

Error message is important
Firewall/Antivirus issues
Check the email address
Check size of attachments – no more
than 7000-8000Kb (7-8MB)
Webmail as an alternative

Online Resources:

iiNet website
<http://www.iinet.net.au/support>

Google
<http://www.google.com.au>

Microsoft Knowledge Base
<http://support.microsoft.com/>

Apple Support Pages
<http://www.apple.com.au/support>