CONNECTIVITY ISSUES

## 1. Power Cycle the Modem & Router?

What is power cycling and how does it help?

Power cycling is the act of turning off an electrical equipment via the main switch or socket and then turning it back on again. If you're facing Connection issues, we recommend power cycling both the modem and router. Power down the devices for at least 3 minutes before restarting the devices.
Users are advised to power cycle their modems and routers often to extend their equipment life expectancy.
Please **do not hard reset the modem / Router** at any point.

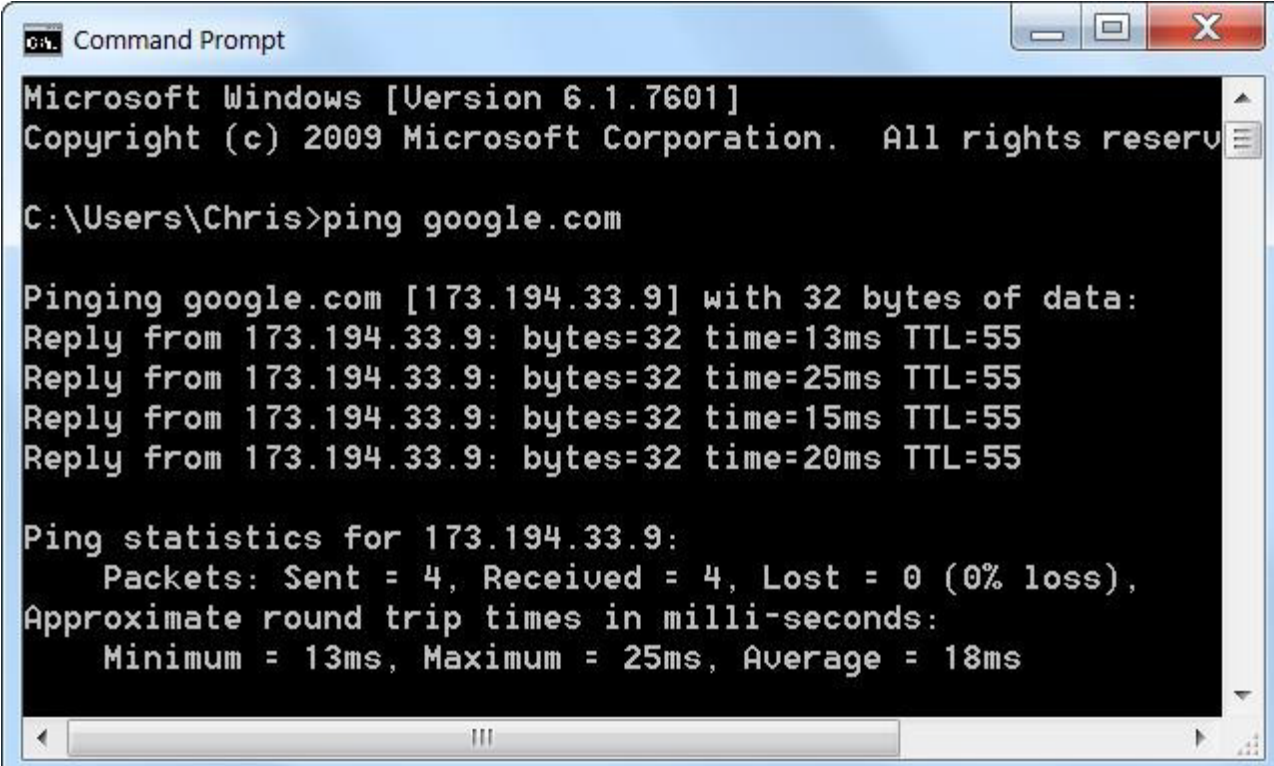## 2. Check whether the LAN Cable is properly connected.
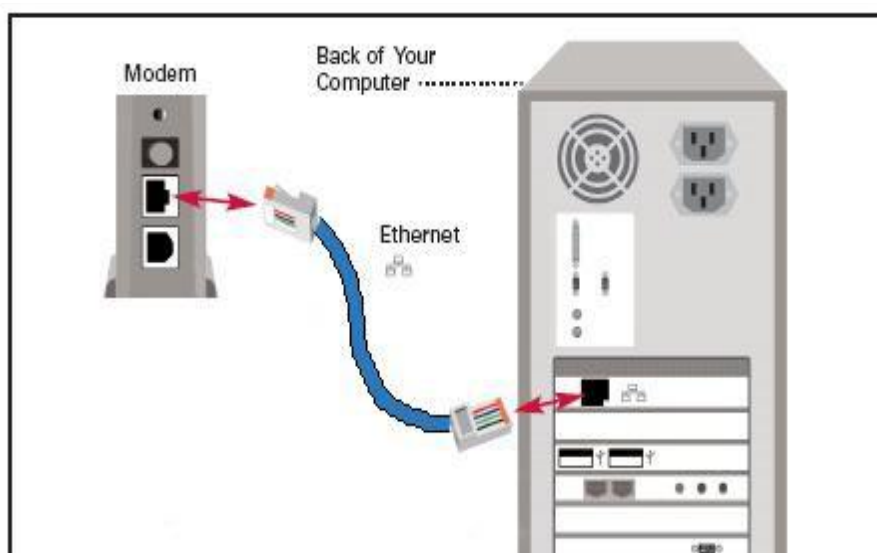
3. Remove the LAN Cable from Wi-fi and directly connect it to the PC.

4. Use the PING Command

One of the first things to try when your connection doesn't seem to be working properly is the ping command.
Open a Command Prompt window from your Start menu and run a command like **ping google.com**.
This command sends several packets to the address you specify. The web server responds to each packet it receives. In the command below, we can see that everything is working fine – there's 0% packet loss and the time each packet takes is fairly low.

```
Command Prompt

Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation.   All rights reserv

C:\Users\Chris>ping google.com

Pinging google.com [173.194.33.9] with 32 bytes of data:
Reply from 173.194.33.9: bytes=32 time=13ms TTL=55
Reply from 173.194.33.9: bytes=32 time=25ms TTL=55
Reply from 173.194.33.9: bytes=32 time=15ms TTL=55
Reply from 173.194.33.9: bytes=32 time=20ms TTL=55

Ping statistics for 173.194.33.9:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 13ms, Maximum = 25ms, Average = 18ms
```

Having problem in accessing a particular website.

1. Do a quick check on whether the website itself is experiencing technical difficulties. For this, there are a few websites you could use, such as **Down For Everyone Or Just Me.**
2. Some websites may have started restricting access based on geographical region or limit access based on the number of requests it receives from one IP address. You may like to do a search to see if the website has any such policy or if any other website users have encountered similar issues.
3. If the website appears to be running normally and you are unable to access it, please make a note of any error message you see in your web browser, and contact our Help Line. We will investigate the issue from our side.

SPEED ISSUES

There are lots of things that can impact your broadband speeds. The following steps will give you some pointers on understanding where this interference comes from and tips on how you can minimize impact on your service.

1. Conduct a Speed Test of your connection.

To do a speed test go in to http://cityinfosol.com/check-internet-speed.php

My Speed test results look lower than expected. Why?

- Check how you're connecting to the internet, whether you are connecting through Wi-Fi, or using a direct Lan cable from the Modem to your PC Internet speeds over a **direct cable connection is** generally much faster and reliable compared to wireless speeds. There are many factors that could badly affect your wireless performance; these factors do not affect cable connections.

- Try Speed Test from multiple devices. You're encouraged to try different computers for speed tests. Mobile devices (handphones, tablets) are not effective as most of them have a speed limit of 30mbps.

2. Re-start your router

Try restarting your router. For restarting the Router, unplug your router or modem from its power outlet (don't just turn it off). Wait 15-20 seconds, then plug it back in.
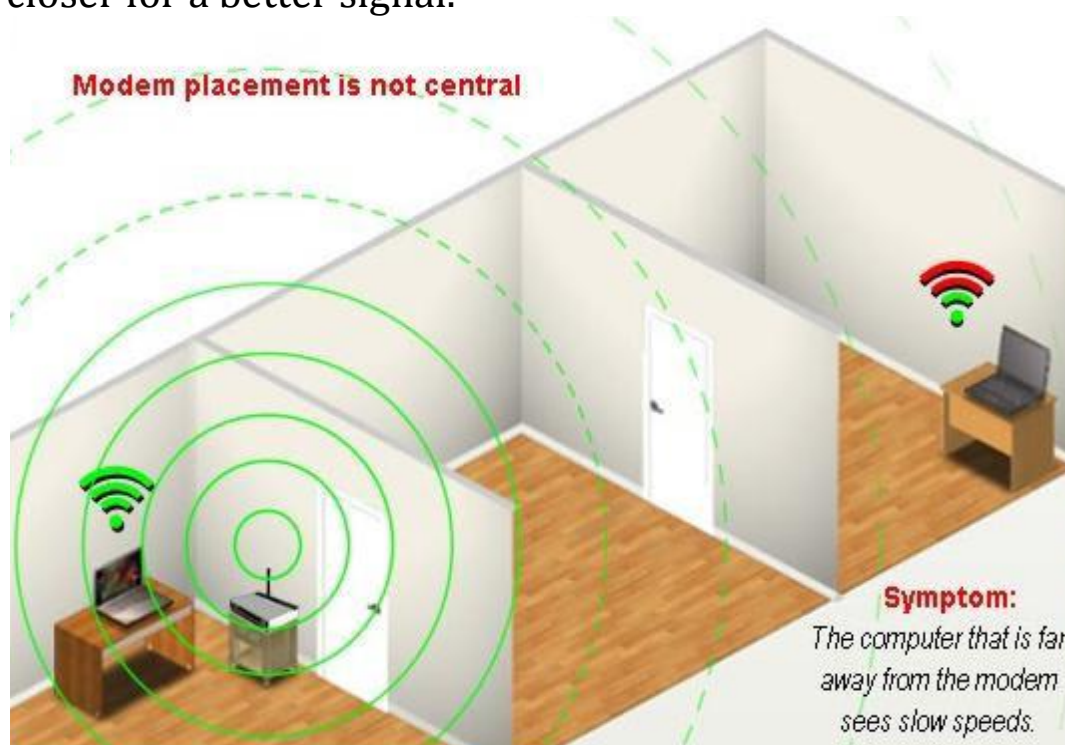Allow the device a minute or two to turn back on.
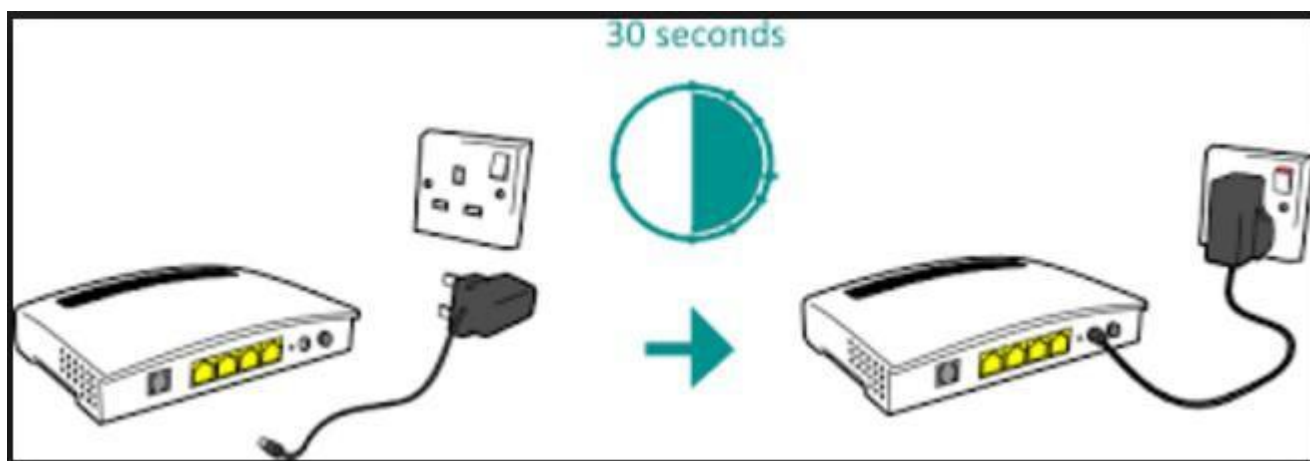
Please **do not hard reset the Router** at any point

3. Get closer to your router

The further you are from your router, the weaker the signal and the slower the connection – especially if your house has thick walls. Get closer for a better signal.

4. Positioning and obstructions.

Your signal comes from the front of the router, so make sure your router is facing in to your home. It shouldn't be positioned on its side and the antenna should point upwards. Try placing your router on a table or shelf, rather than the floor and make sure it's free of obstructions like furniture or books.

Good router placement

Bad router placement
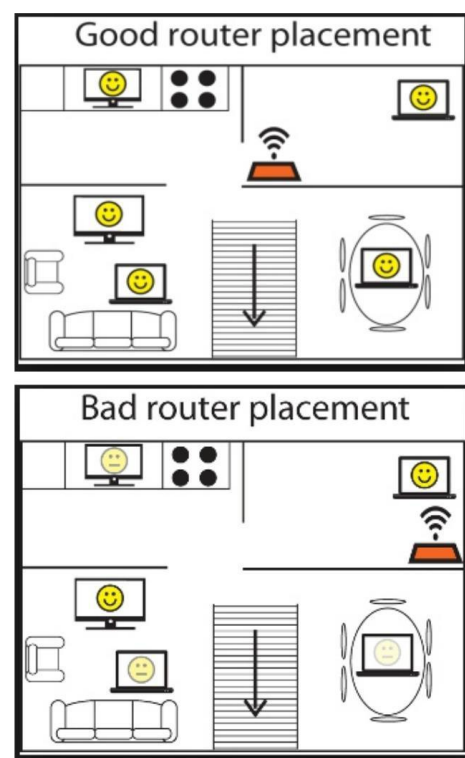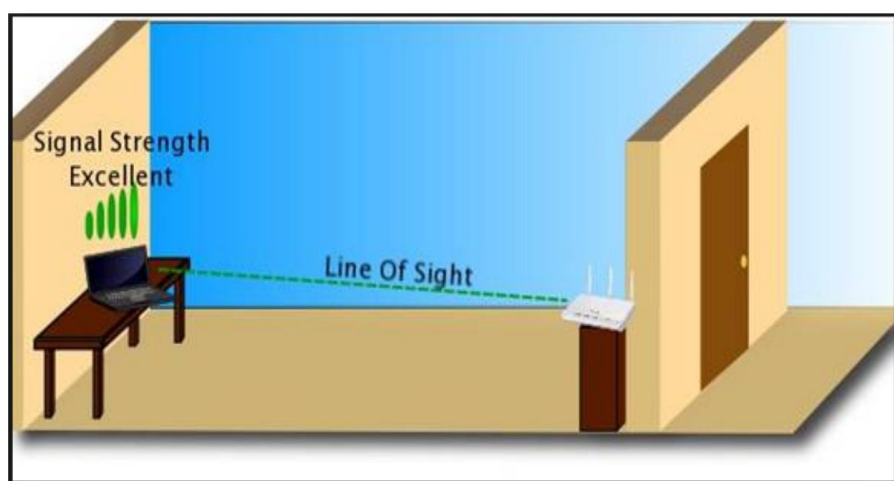
5. Avoid interference

It's also a good idea to avoid electrical and signal interference. Keep your router away from things like microwaves, TVs, cordless phones, baby monitors and wireless keyboards.
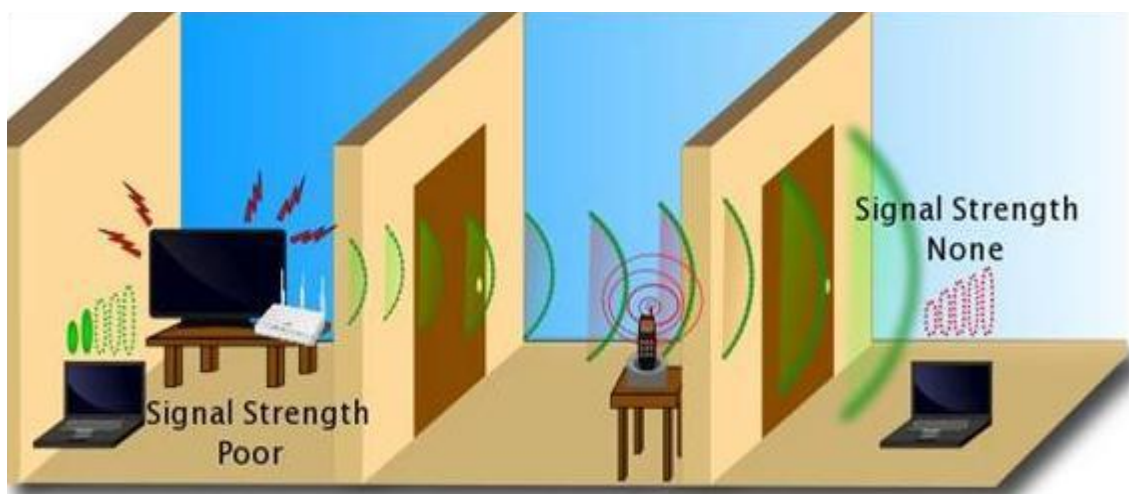
6. How busy is your household?

The speed of your broadband connection is shared with all the devices you have connected. Try turning off and unplugging some of the connected devices. If your house is full of streamers, uploaders, tablet surfers, music downloaders and Skype users, you should upgrade to a higher bandwidth plan. With this, everyone can do more online at the same time, smoother and faster.

7. Get your system and software up to date

Using older versions of a browser can seriously slow things down – especially if you're looking at pages with lots of pictures or watching videos.

Upgrading to the latest version of the browser you use – Google Chrome, Mozilla Firefox, Safari or Internet Explorer – may really speed things up.

8. Health Check

Having lots of tasks running in the background can cause your connection to slow. Try closing any windows or applications you don't need or aren't

using. Virus checkers and Fire Wall can also cause connections to slow. However, we don't recommend you turn those off.

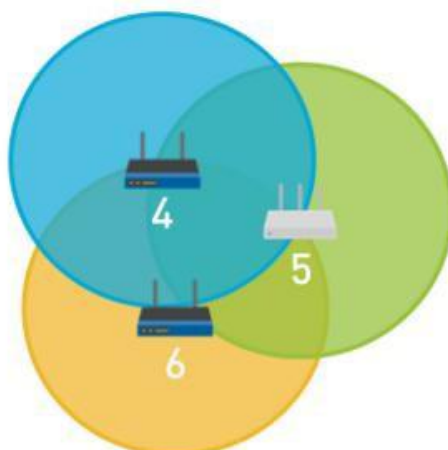# 9.Check your Wi-Fi settings

One of the main causes of slow speeds is interference from other Wi-Fi signals. If someone nearby is using the same channel as you, the signals may interfere with each another and slow things down.
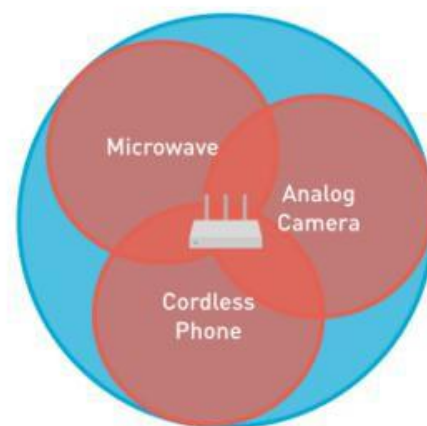

Co-Channel
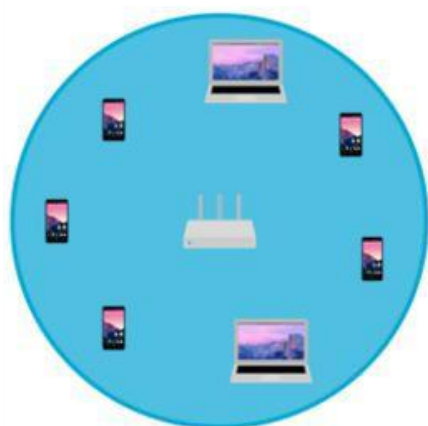
Every client and access point on the same channel competes for time to talk.

Adjacent-Channel

Every client and access point on overlapping channels talk over each other.

Non-Wi-Fi

Microwave

Analog Camera

Cordless Phone

Non-802.11 devices compete for medium access.

Safety Instructions

To avoid the risk of electric shock

- Never remove the product cover. Should the product fail, contact the Customer Service to arrange repair or service.
- Never allow anyone to push anything into holes, slots or any other opening in the case.
- Do not block the ventilation slots; never stand it on soft furnishings or carpets.

- Do not put anything on it which might spill or drip into it. If an object or liquid enters inside the Cable Modem, unplug it immediately and contact the Customer Service.
- Do not store the Cable Modem Gateway product in excessively hot, cold or damp conditions. It is intended to operate at an ambient temperature of less than 35 degrees Celsius and a maximum humidity level of 70%. In case of a storm, it is recommended that you unplug the product from the mains and from the PC set or other equipment.
- Leave the mains socket accessible so that you can unplug the set quickly.

Connecting to the mains supply

- This appliance is designed to operate in the rated voltage 110 ~ 240 VAC.
- If you are in any doubt about the mains lead, the plug or connection, please consult the Customer Service
- Only the power adapter supplied with the product has to be used.

Ensuring optimum performance

- Leave 7cm to 10cm around the appliance to ensure that proper ventilation gets to it.

- ➢ Do not store your appliance on its side.
- ➢ To clean the appliance, use a dry, clean soft cloth with no cleaning solvent or abrasive products. Clean the ventilation openings regularly.