

Just in case...

BROADBAND TROUBLESHOOTING

1. Restart networking equipment

Shut down your computer. After the computer is shut down, unplug the power cord from the back of the Internet modem (and router, if installed). This is only unplugging it from the back of the equipment and not the wall. Wait sixty seconds. Plug everything back in and restart the computer. Try pulling up a web page.

2. IP Configuration Check (for non DHCP customers)

Click Start button. Click Control Panel. Click the Network Connections. (If your screen says pick a category, you will first have to select Network and Internet Connections.) Right click Local Area Connection icon. Left click on properties. Double click on Internet Protocol (TCP/IP). Verify your IP address, subnet mask, gateways, DNS numbers (2). You should have all five lines filled in. Your IP's were provided on your new Internet install paperwork.

3. DHCP Configuration Check

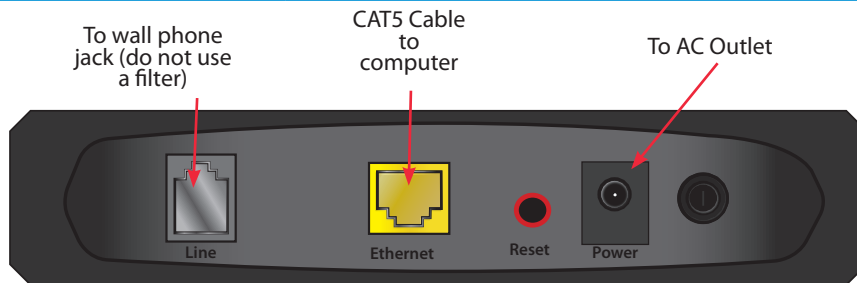
If your Internet is automatically assigning the Internet Protocol (IP) address, please see directions for setting your computer for DHCP on the reverse side. (Dynamic Host Configuration Protocol).

4. Physical Connection Check

Verify that your telephone cord connects directly from the wall jack to the Internet modem (use modem port labeled "line" if present). Do not use a splitter, surge protector or line filters. Plug Cat5 (looks like a fat phone cord) cable into the back of the modem and connect the other end into the back of the computer.

5. E-mail Troubleshooting

For e-mail problems choose Email Support located under the Customer Support area of this site.



Back of the modem

(Note: Do not depress the reset button on your modem. If depressed for more than 10 seconds consecutively, the modem defaults will be removed and the modem will no longer work correctly. This will result in the need to exchange the modem and reconfiguration charges will be incurred.)

If you need additional troubleshooting assistance, please call

309-944-2103

You have technical support available anytime.



111 E. First Street
Geneseo, IL 61254

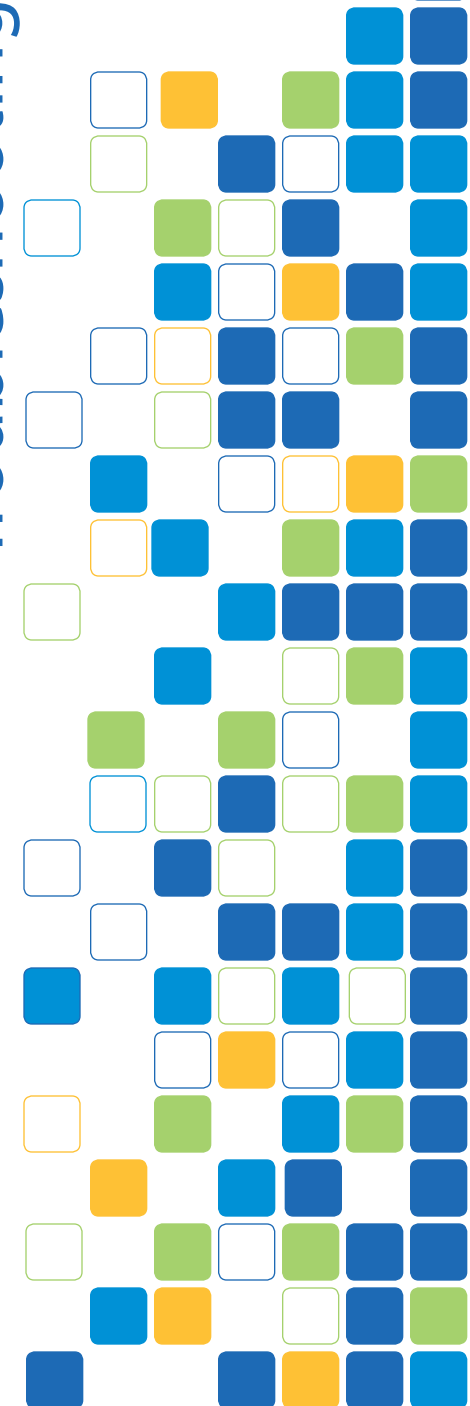
Business Office 309-944-2103



DHCP

Dynamic Host Configuration Protocol

BROADBAND Troubleshooting



DHCP

Dynamic Host Configuration Protocol

Please choose the Windows Program running on your computer and follow the appropriate steps listed below to automatically assign an Internet Protocol (IP) address:

WINDOWS 7/8

1. Click **Start**
2. Type **ncpa.cpl** into start menu search box
3. Network connection will pop up
4. Right click **Local Area Connection**
5. Left click **Properties**
6. Click on **Internet Protocol Version 4**
7. Click **Properties**
8. Click on **Obtain an IP address automatically**
9. Click on **Obtain DNS server address automatically**
10. Click **OK** to accept new settings

Close all windows that remain open



WHY DHCP?

It allows a computer to join an IP-based network, like GHC Ultimate Internet, without defining an IP address for each subscriber. DHCP assigns unique IP addresses to devices, then releases and renews these addresses as devices leave and re-join the network.

Internet Service Providers (ISPs) usually use DHCP to allow customers to join the Internet with minimum effort.

WINDOWS VISTA

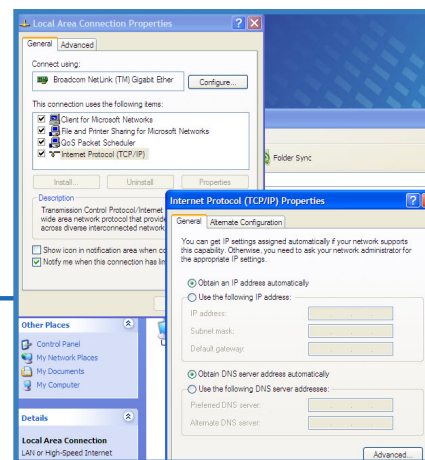
1. Click **Start**
2. Right click **Network**
3. Left click **Properties**
4. Click **Manage Network Connections** on the left hand side of screen
5. Right click **Local Area Connection**
6. Left click **Properties**
7. Click on **Internet Protocol Version 4**
8. Click **Properties**
9. Click on **Obtain an IP address automatically**
10. Click on **Obtain DNS server address automatically**
11. Click **OK** to accept new settings

Close all windows that remain open

WINDOWS XP

1. Click **Start**
2. Click **Control Panel**
3. Click **Network Connections**
4. Right click **Local Area Connection**
5. Click **Properties**
6. Click on **Internet Protocol**
7. Click **Properties**
8. Click **Obtain an IP address automatically**
9. Click **Obtain DNS server address automatically**
10. Click **OK** to accept new settings

Close all windows that remain open



MAC

Wired Connection

1. **System Settings**
2. **Network**
3. Click **Ethernet** in left hand column
4. Click **Using DHCP** in the **Configure IPv4**
5. Click **Apply**

Wireless Connection

1. **System Settings**
2. **Network**
3. Click **Wi-Fi** option in the left hand column
4. Click on **Advanced button**
5. Click on **TCP/IP tab**
6. Click on **Using DHCP** in the **Configure IPv4**
7. Click **OK**
8. Click **Apply**

Close all windows that remain open