

## I. No Internet Connection

### A. Possible cause

#### 1. Defective Power Supply of modem

- a. no lights on power regulator 12v DC /1A (Note: for Cisco modem only)



Cisco power supply adapter

Note: For other brand of modem provided by Royal Cable ; no lights on indicator light of modem. Power supply can be check using analog / digital multi-tester.

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- b. Power Adapter cord physically damage; its either due to dog bite, rat bite etc.

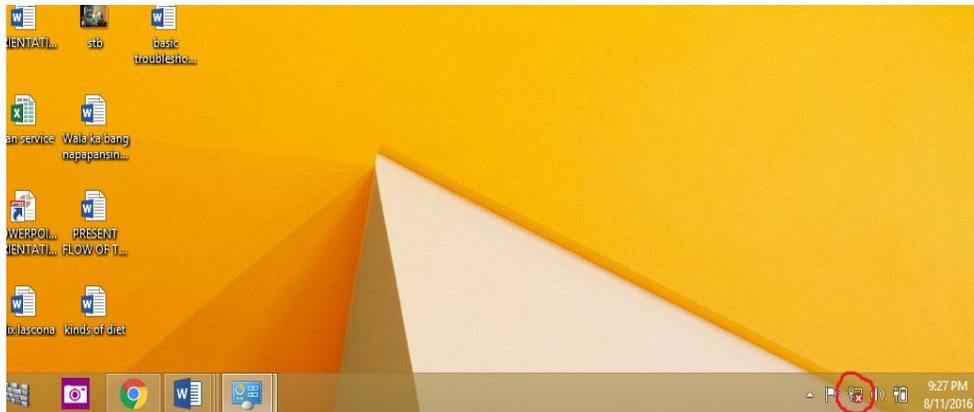
#### 2. Defective modem

- a. no lights on modem light indicator. (Note: for all brand of modem provided by Royal Cable)
- b. Steady light on all light indicator of modem-upon turning on the modem all lights appear simultaneously without searching for upstream and downstream frequency/channel.
- c. Blinking of lights on all light indicator-upon turning on the modem the all lights blinks simultaneously.
- d. Lights appear on power Light indicator only..
- e. The modem is physically damage or broken.

#### 3. Computer problem

##### 1. LAN/WAN Adapter Issue

- a. LAN/WAN adapter driver software did not installed properly; usually encountered by the subscriber with a newly reformat computer..
- b. LAN/WAN Adapter is disabled.



Picture showing LAN Adapter was disabled

How to enabled/disabled the LAN/WAN Adapter?

Once Network and Sharing Center windows is opened, click on Change adapter settings. Here you will be able to locate wired or wireless network adapters available on your computer, you can go ahead to right click the adapter icon to enable or disable it.

c. Ethernet Port (LAN port) did not work on desktop-checked the physical status of the port it should not be deform. Use a brand new UTP wire.

Sometimes lightning can damage the Ethernet port. When you diagnose the problem through the network and sharing center it says that it cannot find a valid driver for your network adapter but when you look for your network adapter in the device manager there isn't even a section for network adapters like there should be. , in these case you will need to purchase a PCI network card.

d. The Network settings of computer is set to Static it should be set to dynamic.

Change TCP/IP settings

TCP/IP defines how your PC communicates with other PCs.

To make it easier to manage TCP/IP settings, we recommend using automated Dynamic Host Configuration Protocol (DHCP). DHCP automatically assigns Internet Protocol (IP) addresses to the computers on your network, if your network supports it. If you use DHCP, then you don't have to change your TCP/IP settings if you move your computer to another location, and DHCP doesn't require you to manually configure TCP/IP settings, such as Domain Name System (DNS) and Windows Internet Name Service (WINS). To enable DHCP or change other TCP/IP settings, follow these steps:

1. Do one of the following:
  - In Windows 10, in the search box on the taskbar, type **View network connections**, and then select **View network connections** at the top of the list.
  - In Windows 8.1, select the **Start** button, start typing **View network connections**, and then select **View network connections** in the list.
  - In Windows 7, open Network Connections by selecting the **Start** button, and then selecting **Control Panel**. In the search box, type **adapter**, and then, under **Network and Sharing Center**, select **View network connections**.
2. Right-click the connection that you want to change, and then select **Properties**. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.
3. Select the **Networking** tab. Under **This connection uses the following items**, select either **Internet Protocol Version 4 (TCP/IPv4)** or **Internet Protocol Version 6 (TCP/IPv6)**, and then select **Properties**.
4. To specify IPv4 IP address settings, do one of the following:
  - To get IP settings automatically using DHCP, select **Obtain an IP address automatically**, and then select **OK**.
  - To specify an IP address, select **Use the following IP address**, and then, in the **IP address**, **Subnet mask**, and **Default gateway** boxes, type the IP address settings.
5. To specify IPv6 IP address settings, do one of the following:
  - To get IP settings automatically using DHCP, select **Obtain an IPv6 address automatically**, and then select **OK**.
  - To specify an IP address, select **Use the following IPv6 address**, and then, in the **IPv6 address**, **Subnet prefix length**, and **Default gateway** boxes, type the IP address settings.
6. To specify DNS server address settings, do one of the following:
  - To get a DNS server address automatically using DHCP, select **Obtain DNS server address automatically**, and then select **OK**.

1. To specify a DNS server address, select **Use the following DNS server addresses**, and then, in the **Preferred DNS server** and **Alternate DNS server** boxes, type the addresses of the primary and secondary DNS servers.

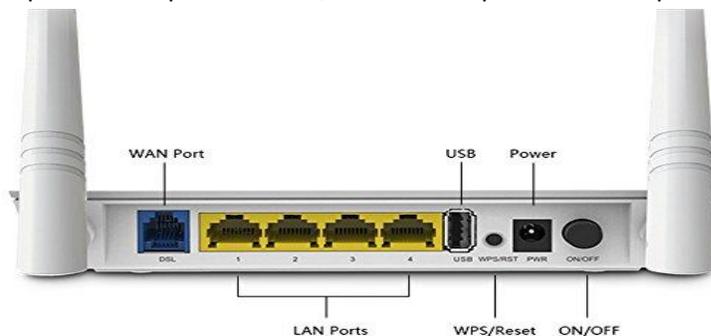
To change advanced DNS, WINS, and IP settings, select **Advanced**.

## 2. Web browser/Apps issue

- a. web browser is not updated ;it should be update if needed.
- b. The way of downloading the browser should be match with the operating system.
- c. Some anti-virus internet security application can block network access of your computer... **Firewall** assigns a specific status to each connection and applies packet and network rules for All network connections on your computer are monitored by **Firewall**. filtering network activity depending on that status.
- d. Facebook Apps is not working for windows and smartphone etc...  
Checked the date and time settings of your computer. It should be updated

## 2. Loosed conn on Ethernet port/wrong input port-unfitted

For those subscriber with modem and tenda router provide by Royal Cable. Check the utp wire on input of router; it should be place on WAN port...



## 6. Defective drop wire (Cable cut or burn)..

Check the physical condition of the cable wire if substandard which causes ingress or noise.