

Senior Net – March 2017

Troubleshooting Internet and Wi-Fi Problems

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Connecting Devices to the Internet

1980 - PC, Modem and Phone line

**1998 - Broadband using ADSL
Modem, Router and later WiFi**

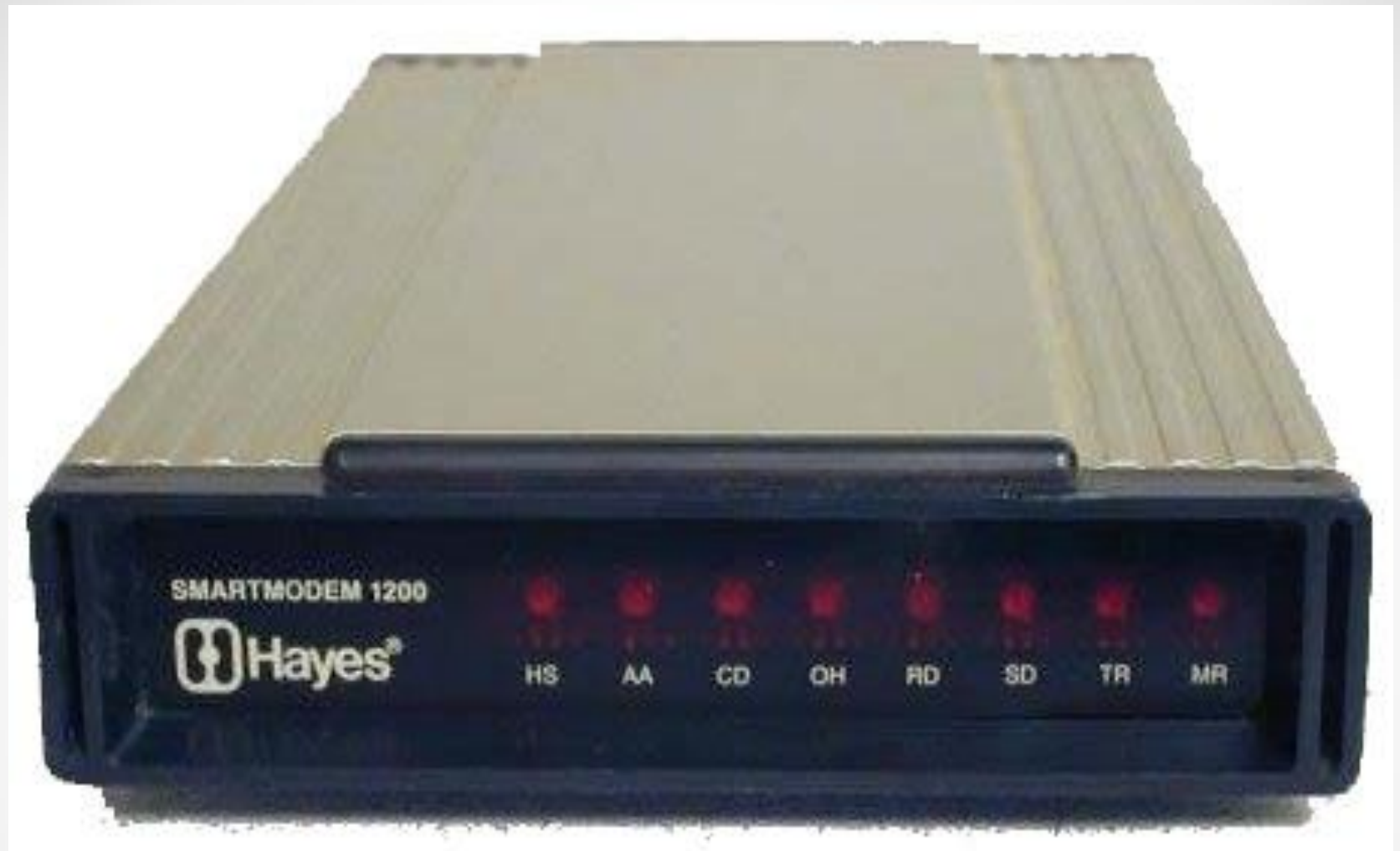
**2015 - UFB - Ultra Fast Broadband (Fibre)
with ONT, Router and WiFi**

2015 - Fast Home Internet Modem (GSM)

GSM (Global System for Mobile Communications) used by most mobile phones around the world



Really slow speed modem



Slow speed modem

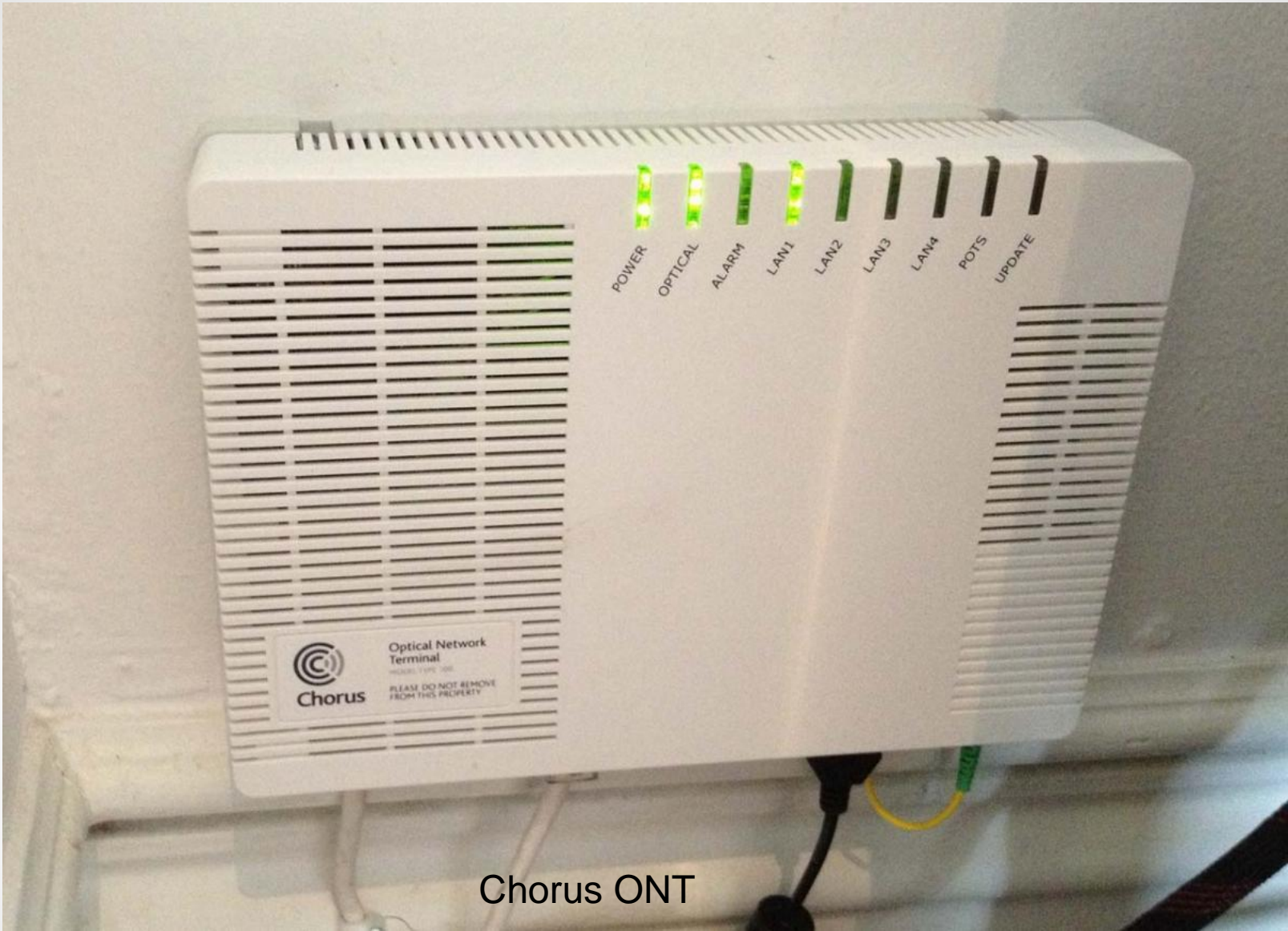


Current ADSL modem

Internet Access

ADSL (copper) vs Fibre Optic

- **ADSL - Modem technology that transforms ordinary copper phone lines into digital lines for fast internet access (up to 20Mbps download)**
- **Fibre Optic - fibre optic wires are minuscule strands made of plastic or glass designed to carry information at very high speeds. In fact, a fibre wire is thinner than a single human hair (up to 300Mbps). Fibre also has greatly**
 - **improved upload speed.**



Chorus ONT

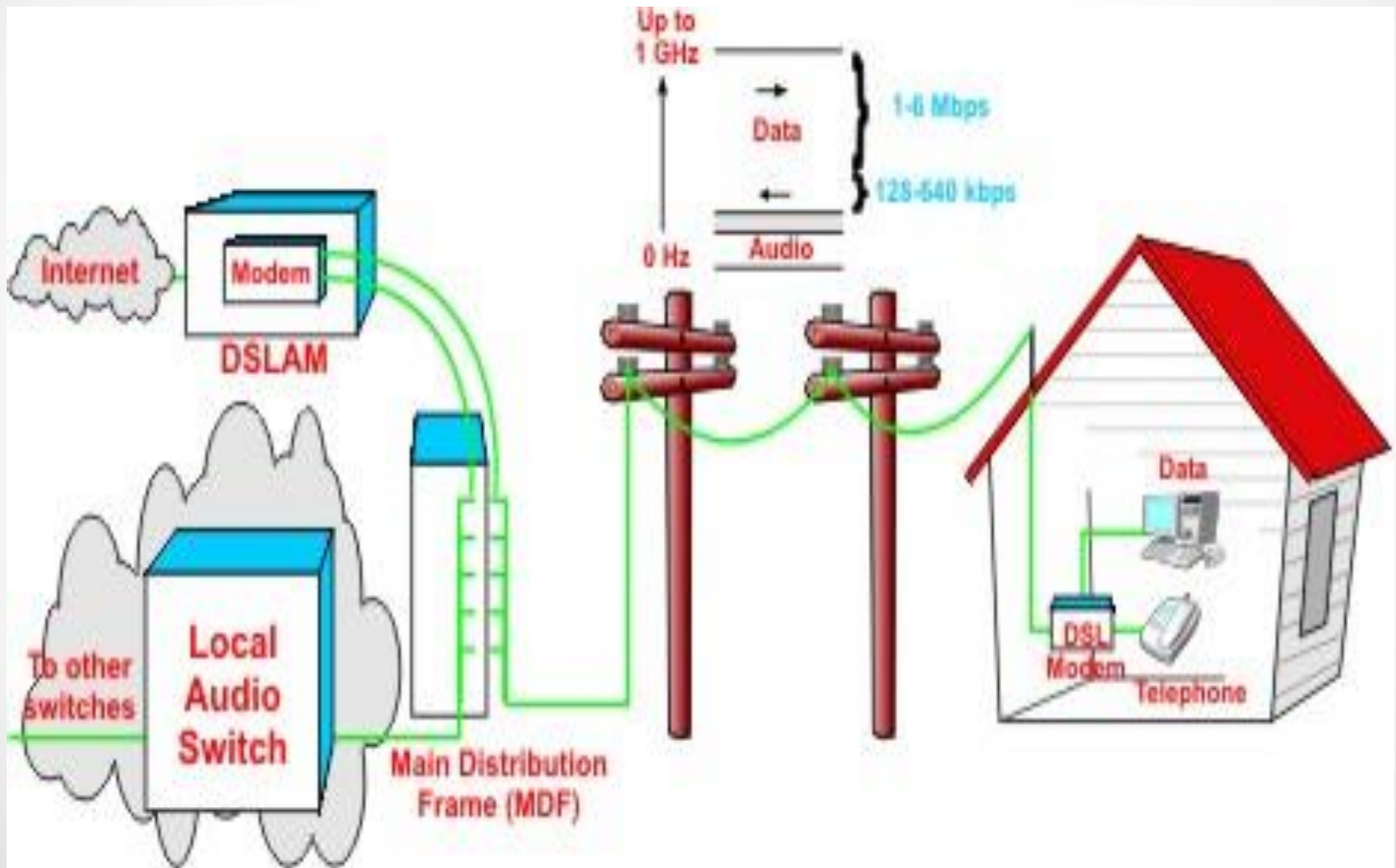
Your Router – The Central Hub

Your router is the most important device on your home network, as it is responsible for managing all of the devices and connections in your home.

This little box connects up to your phone or fiber line and then offers a wireless or wired connection to other devices such as PC, Smartphone, iPad, Laptop or Printer in your home.

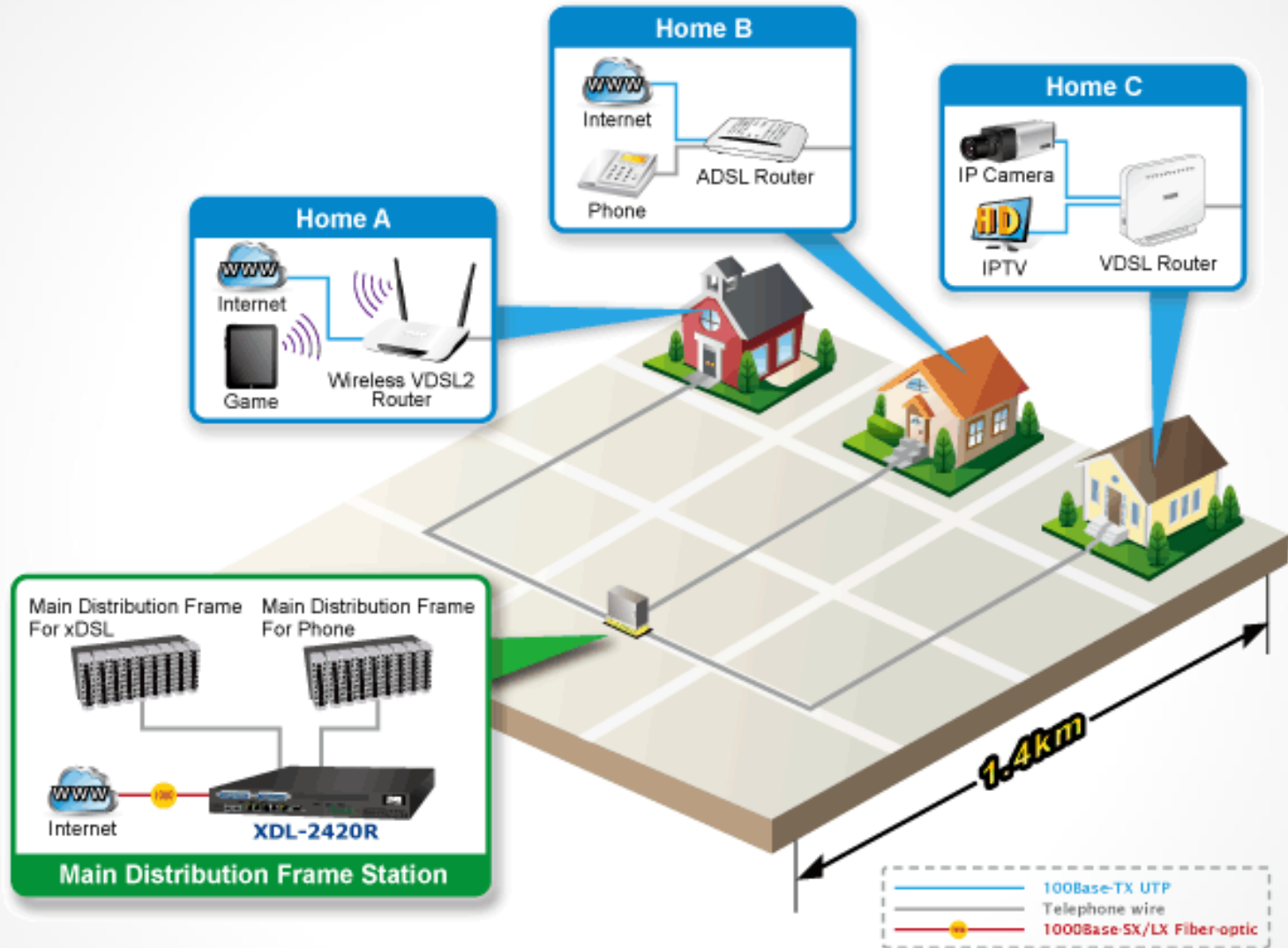
It is essentially the gatekeeper, so understanding this little box is important.

The bigger picture





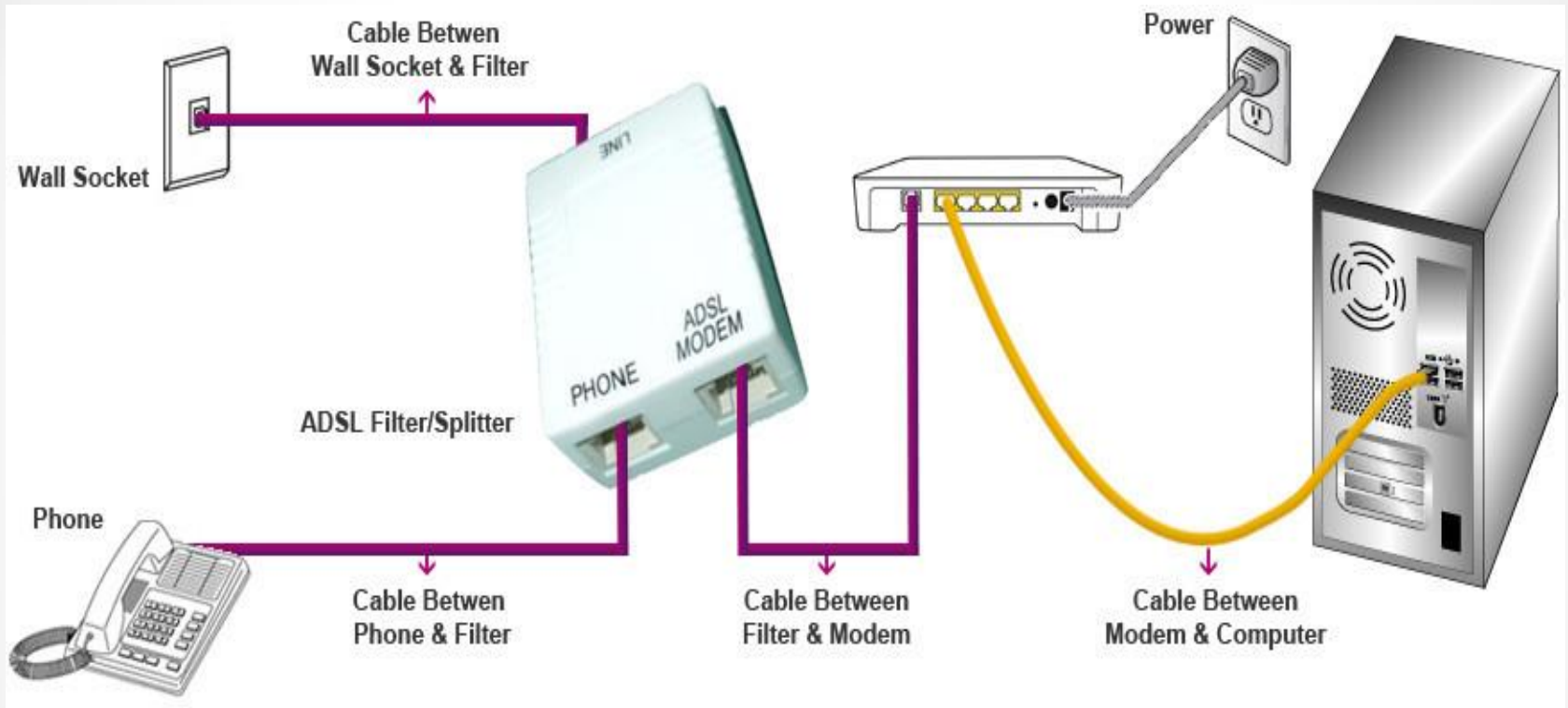
The Best Last Mile Solution



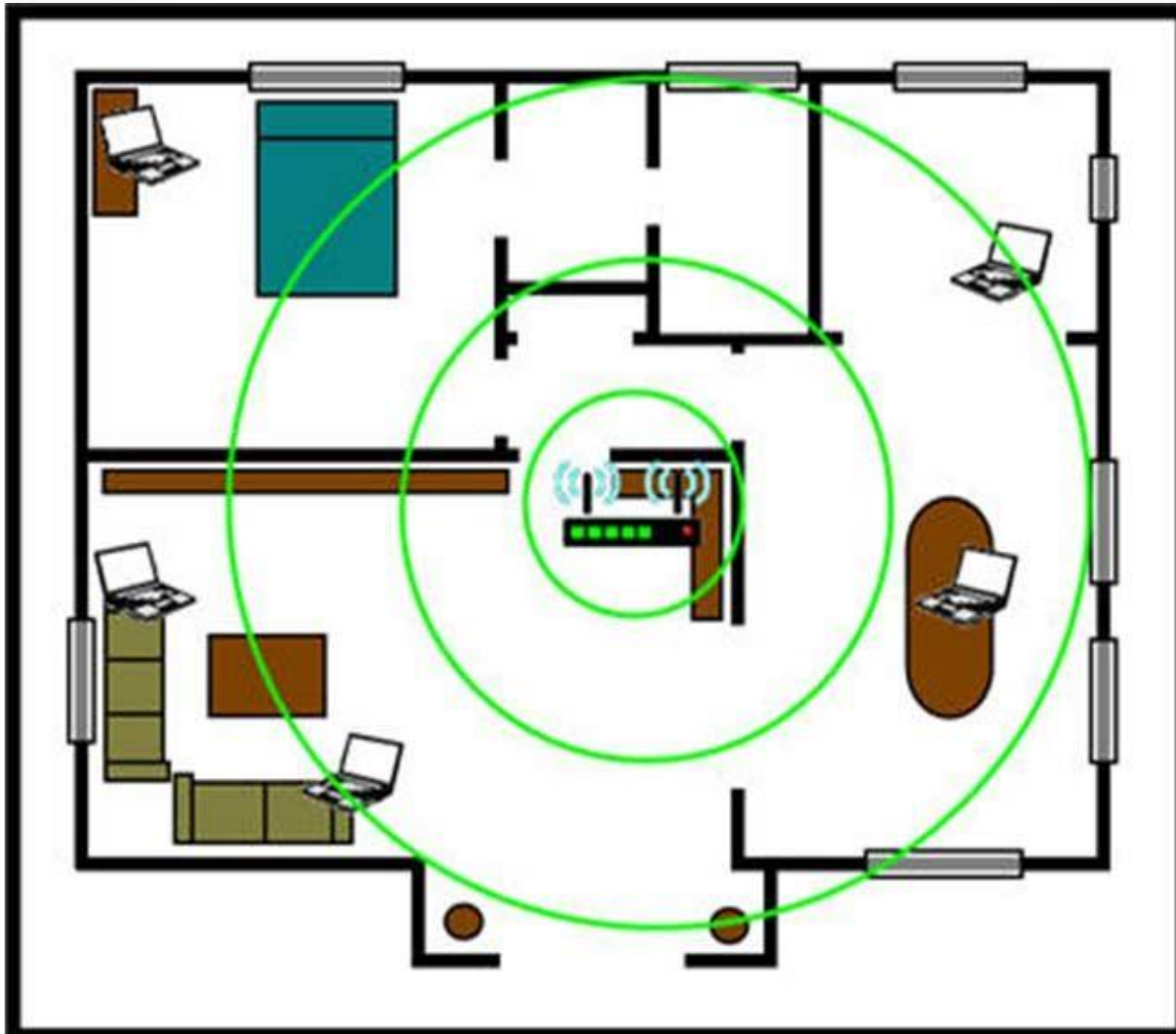


Look for a wire

At home – without Wi-Fi



At home – with Wi-Fi





Wi Fi Router with Antenna



Name: 300Mbps Wireless ADSL2+ Router
Model: HG531s V1
Power Rating: 12V/100mA

CE 0979

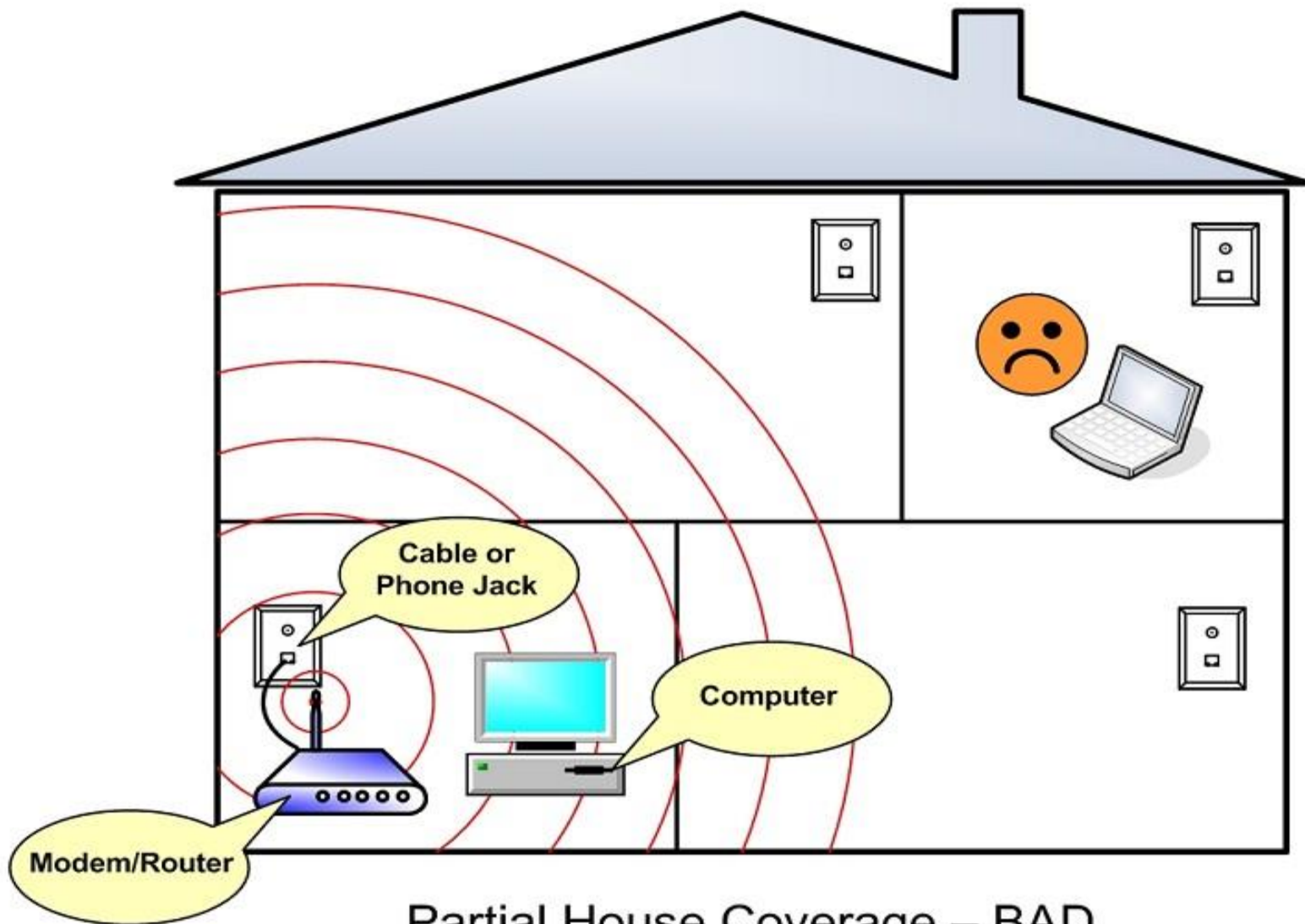
WiFi CERTIFIED

TELEPERMIT
This Router is CE-TCO of Home Gateway may be connected to the Czech Network
PTC 295 / 14 / 001

S/N:XXXXXXXXXXXXXXXXXX XX
MAC:XXXXXXXXXXXX
SSID : SPARK-XXXXXX
WLAN Key : XXXXXXXX

HUAWEI TECHNOLOGIES CO., LTD
MADE IN CHINA

Typical modern router



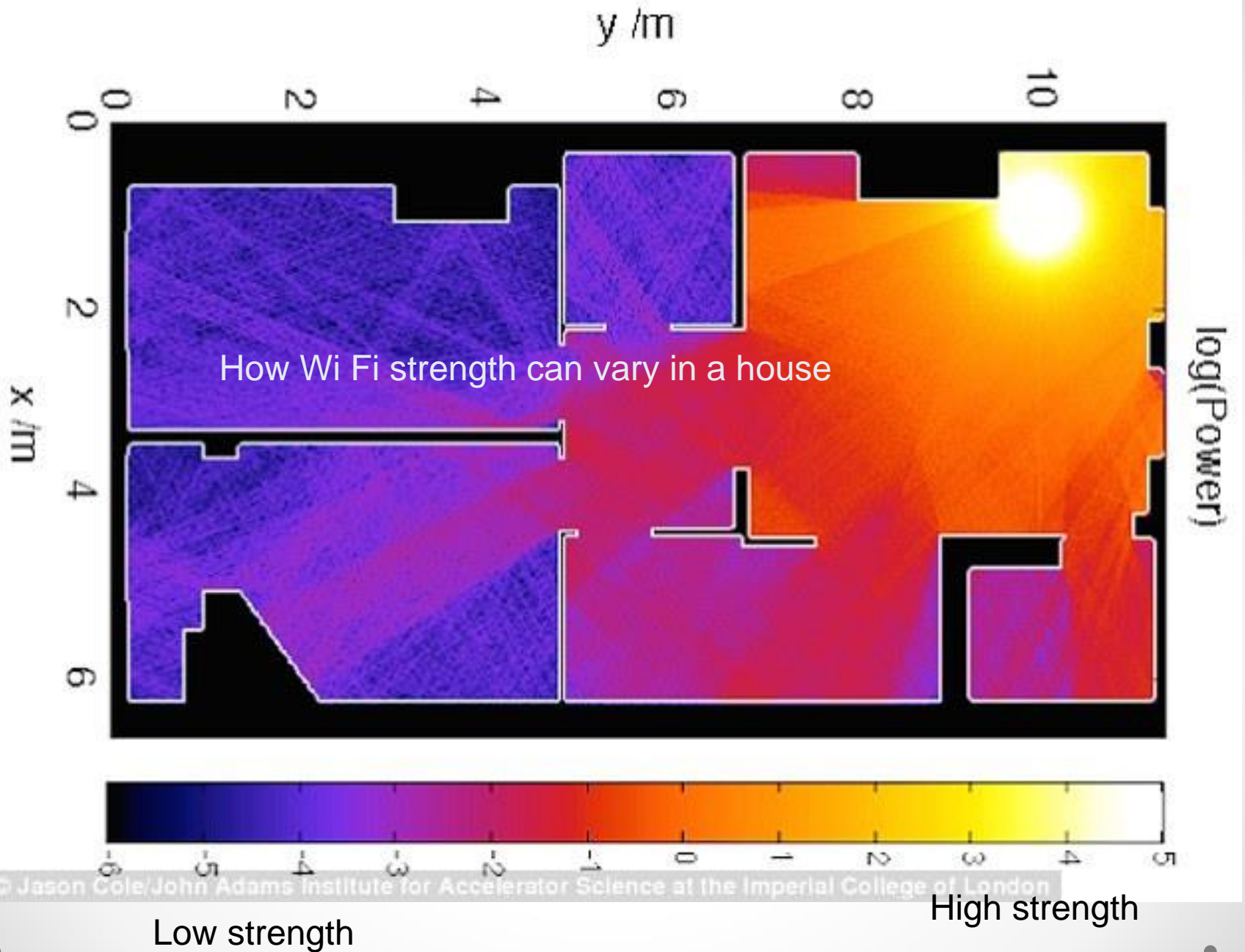
Existing WiFi

Sometimes your router does not provide the WiFi coverage you need.



WiFi Range Extender

Boosts the range of your existing WiFi & creates a stronger signal in hard-to-reach areas.



Problem with Internet Connection

- **Inside your home?**

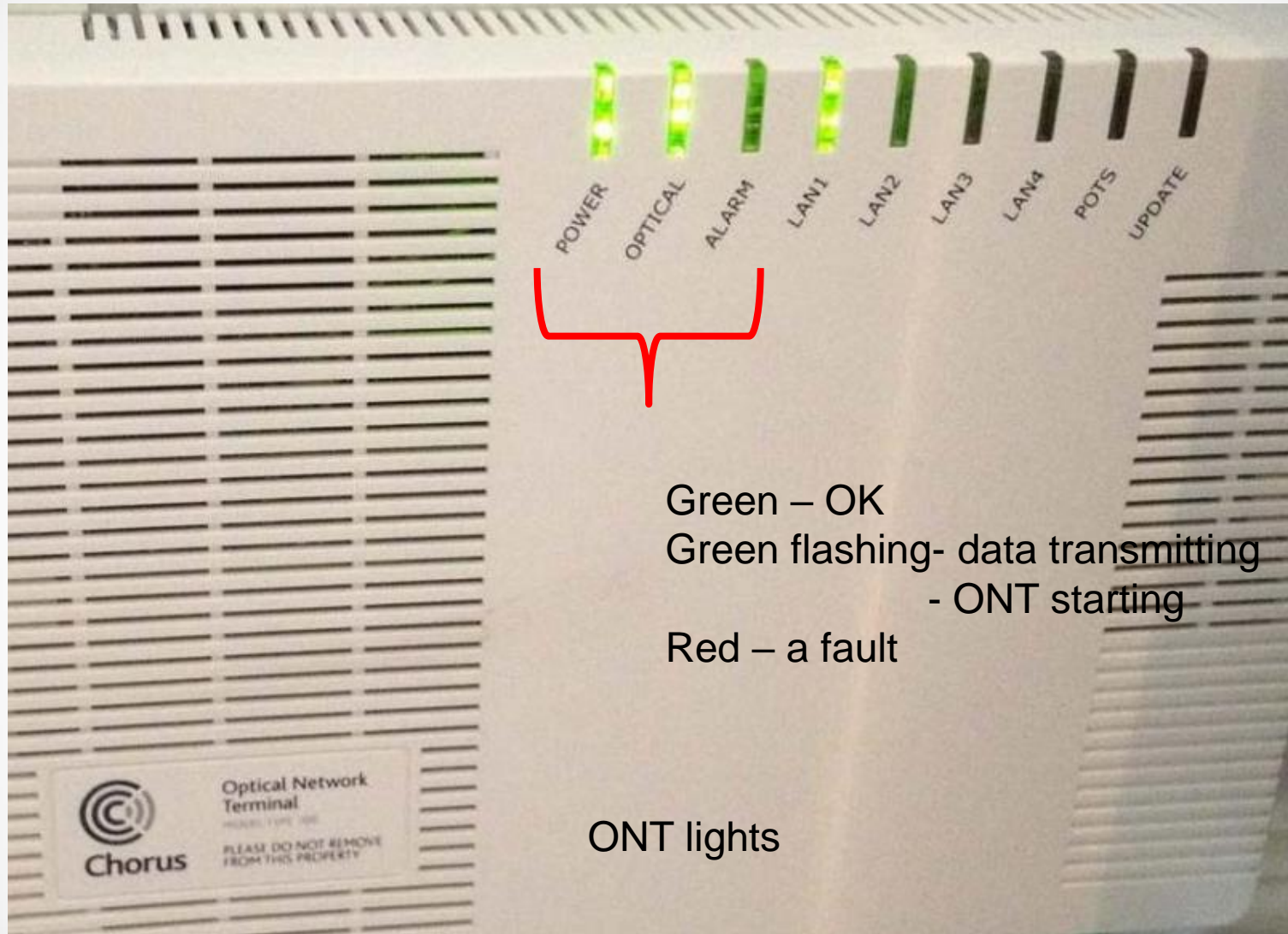
Fix yourself or use Computer Support

- **Outside your home?**

Call your ISP for (free) help

E.g. Spark 123 from Landline or 0800 800 123

Chorus ONT – Optical Network Terminal (3 lights = operational)



* POTS – Plain Old Telephone Service



Power light must be **on** for unit to function

Outside (your ISP):

- **DSL** = Connected to ISP network outside your home (but not yet Internet)
- **Internet** = ISP has connected you to the Internet

Inside (you):

- **WLAN** must be **on** or **blinking** for Wi-Fi devices to connect
- **LAN** must be **on** or **blinking** for cabled devices to connect

Light **on** steady = operational

Light **blinking** = transmitting

Light **off** = not operational