

QUICKGUIDE – Troubleshooting Guide

This document will help to assist you in resolving common problems encountered connecting to the Quickline Network, when you are connecting via a PC or a router. If you are connecting for the first time please use the relevant Quick set-up guide instead.

Disclaimer: Quickline takes no responsibility for any damage made by changes to the settings on your equipment by following this guide. If you are in any doubt please consult an IT professional.

CHECK THAT YOUR CONNECTION IS CABLED CORRECTLY

So that you can receive the Quickline service our engineer will have installed an outdoor radio unit (known as a CPE) on the side of your property and then run cabling to a termination point indoors that has an RJ-45 connection. This RJ-45 connection will be connected to a small black box (known as a Power over Ethernet or PoE) which provides power to the CPE and provides Internet connectivity to your router or computer via an Ethernet cable.

This PoE must be **permanently powered** to prevent damage to the CPE and ensure it remains connected to the Quickline Network.

Figure 1 - The Quickline PoE



CPE Cable - Must be connected to the CPE installed on your property

Computer cable - Must be connected to your computer's LAN connection (also known as Ethernet or Network port) or the Internet/WAN port of your router

Checking the Quickline PoE

1. Locate the PoE and ensure it is connected to a live power supply, this will be indicated by a red light on the PoE.
2. Ensure the cables are connected firmly to the CPE and Computer sockets of the PoE
3. If any cable is loose, then unplug and reconnect ensuring it clicks firmly into place

TROUBLESHOOTING A CONNECTION ON A ROUTER

If your Ethernet router has not been configured to connect to the Quickline network, please refer to the relevant set up guide.

Please note; to connect to the Quickline network using a router, you will need to use an Ethernet router as opposed to an ADSL router. If you have an ADSL router, this will not work.

Checking the router's power and cabling

1. Ensure the router is connected to a live power socket
2. Locate the PoE (small black box) connected to the router
3. Unplug the power cable to the PoE and reconnect after 10 seconds ensuring red light appears. If the red light does not appear then ensure it is connected to a live power socket
4. After **10 minutes** unplug the power cable to your router and reconnect
5. Reboot your computer and try to load a webpage
6. If you are still unable to connect then connect the **Computer** cable from the PoE to an Ethernet Port on your computer and follow the instructions below to set up a PPPoE connection.

If you continue to experience connection problems with your router, please contact the router manufacturers support department as we are unable to offer support for other people's hardware, beyond testing our own connection.

TROUBLESHOOTING A PC RUNNING WINDOWS XP

If your computer has not yet been configured with a PPPoE connection to connect to the Quickline network, please refer to the relevant set up guide.

Error Message 691 - Access was denied because the username and/or password was invalid on the domain

- Double-click your **Quickline** connection icon which should appear on your desktop
- When the Connect box appears, retype your username and password in lower case letters as displayed on your welcome letter then click **Connect**

Error Message 678 - The remote computer did not respond

Step 1 - Checking your Local Area Connection

- Click **Start** and select **Control Panel**
- Double-click **Network Connections** (if you are in Category View click **Network and Internet Connections** then click **Network Connections** from the following screen)
- Right-click your **Local Area Connection** and click **Enable** (if option is available)
- Left-click your **Local Area Connection**
- On the left hand side of the screen there should be a box entitled **Details**
 - If this says **Limited or no Connectivity** proceed to Step 2
 - If this says **Connected** proceed to Step 3
 - If this says **Network Cable unplugged** proceed to Step 4

Step 2 - Local Area Connection displays Limited or no Connectivity

- This message is normal and your connection and Quickline equipment are working, if you are still unable to connect try rebooting your PC.
- If you are still unable to connect disable any firewall software you have running and try to connect via your Quickline icon on the desktop.

Step 3 - Local Area Connection displays Connected

- Double-click your Local Area Connection
- Locate **Internet Protocol(TCP/IP)** and double-click
- The Internet Protocol(TCP/IP) Properties box will appear
- Ensure **Obtain an IP address automatically** is selected
- Ensure **Obtain DNS server address automatically** is selected
- Click **OK** in each window
- Restart your PC
- You should now be able to connect via your Quickline icon

Step 4- Local Area Connection displays Network Cable unplugged

- Check that the PoE (small black box installed with the equipment) has a red light on to indicate power.
- Ensure that all cables are firmly connected
- Unplug the power cable to the PoE and reconnect after 5 seconds
- After 10 minutes reboot your PC and try to connect via the Quickline icon on the Desktop.