

# Broadband troubleshooting (UK) – [www.verstand.co.uk](http://www.verstand.co.uk)

- Power off router
- Power off PC
- Check router connected to Microfilter.
- Check microfilter directly connected into BT extension, preferably the BT master socket.
- Check PC has network cable connected to router.
- Power on router
- Wait 30 secs
- Power on PC
- Check router light
- **Is Adsl or wan light solid green?**

NO

- Change microfilters.
- Check house BT extensions.
- Disconnect ALL other devices from BT sockets.
- Check user & pwd correct in router.
- VPI/VCI 0/38
- Authentication usually CHAP
- Run router diagnostics
- Check BT line.
- Ring ISP
- **Is Adsl or wan light solid green?**

YES

*You have an adsl connection.*

Check network between PC & router.

Start > Run > type "cmd" or "command" in win98

Type "ipconfig"

**Do you have an IP address, subnet mask & dflt router? Eg 192.168.1.1**

YES

Note the IP address of the default router.

Type ping ip address  
eg "ping 192.168.1.1"

Open Internet Explorer.

Type in default router into address bar.

**Do you get a router login panel?**

Login to router. Try diagnostics.  
If OK, open internet explorer.

NO

Reboot your PC again to try & get an IP address from the router's DHCP server.

Check router manual for default IP address, & set your IP address in network settings, to be on the same subnet.  
Eg if rtr is 192.168.1.1, then set your IP as 192.168.1.2.

**Goto previous step.**