

Internet Troubleshooting



Installation

In order for your Internet service to be installed, your computer must be working and have a Network Interface Card (NIC) installed. For your Internet service to work effectively, the following are recommendations for your computer:

Minimum Requirements

Operating System	CPU Speed	RAM	Available Disk Space	Network Interface Card
Windows 2000/Mac OS 10.1 or later	300 Mhz	128 Mb	100 Mb	100 Base-T

Recommended

Operating System	CPU Speed	RAM	Available Disk Space	Network Interface Card
Windows XP/Mac OS 10.3 or later	2 Ghz	1 GB	500 Mb	100 Base-T

A technician will complete the necessary steps for you to begin using your high speed Internet service.

These steps include:

- Providing and installing a modem (Cable or DSL Internet Service)
- Connecting your inside wiring
- Verifying that you are connected successfully and that Internet access is enabled.
- Installing a OneSource wireless router if ordered

During the installation process, the technician will request that you access the Internet using your computer. You may be asked to change certain configuration options that will enable the service to work effectively.

Please remember that your computer and any other equipment not supplied by OneSource are your responsibility to configure, maintain and trouble shoot.

Additional information about your Internet service is available at www.24hoursupport.com.

Email

Information on how to set up your email access can be found at www.24hoursupport.com, and select Setting Up Email Clients.

You can also obtain information on the following items by visiting our website at www.1scom.com, clicking on Customer Quick Login and selecting Internet & Email Settings:

- Change your Internet or Email password
- Change your Internet login
- Change your Email address
- Create or delete Alias
- View personal webpage usage

Information on Email Spam and Virus protection services is also available by visiting our website at www.1scom.com, clicking on Customer Quick Login and selecting Email/Virus SPAM Protection.

You can access your email from any computer that is connected to the Internet at webmail.1scom.net (this is the full web address and it should not be preceded by "www"). You will be prompted for your login ID and your password. Enter the same login and password that you use to access your email from your home computer.

If you need assistance please contact Technical Support at 1-800-810-9848.

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PLEASE READ THIS SECTION CAREFULLY AND ATTEMPT TO TROUBLESHOOT PROBLEMS THAT MAY OCCUR BEFORE CONTACTING TECHNICAL SUPPORT. YOU MAY BE ABLE TO IDENTIFY THE SOURCE OF A PROBLEM AND GET BACK ONLINE WITHOUT HAVING TO CALL FOR ASSISTANCE.

OneSource is responsible for providing a reliable Internet connection to our Ethernet connection. Any problems with the customer's computer such as configurations, software conflicts, etc. are the responsibility of the customer to investigate and correct. Any devices not supplied by OneSource, such as routers, that the customer chooses to use as a part of their setup, are the responsibility of the customer to configure and troubleshoot. OneSource will not be responsible for insuring that Internet access through any of these devices is working correctly. Computer retailers or computer support companies can provide technical assistance for problems with computers and other devices.

If you request a technician to come to your residence and the problem is related to your computer configuration, router or any other customer equipment you will be billed a trip charge. The trip charge for Monday through Friday 8 AM - 5 PM is \$35.00. The trip charge for visits outside of these hours is \$100.00.

Information About Your Internet Speed

You could experience slower Internet access speeds due to the configuration of your computer. Speed can be affected by CPU speed, RAM, outdated software,



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computer viruses, etc. Contact your computer vendor or their technical support for assistance.

Speed may also vary based on internal configuration (wiring, use of routers or other equipment, etc.) and the speed of website servers you access. Although all service is sold at a specified bandwidth, there is no guarantee that the service will perform at the upper end of the range.

We recommend you test your speed by going to the following website:

www.speedtest.net

In order to accurately test your Internet speed, your computer should be directly connected to your service without going through routers, switches or other devices.

Cable Modem Troubleshooting

The following are some typical problems you may experience and suggestions on how you may resolve them. If you follow the steps outlined, you could resolve an issue and get back online without having to call for technical assistance.

Cable Modem Problem: Unable to connect to the Internet

NOTE: If you move the modem or router to a different outlet (other than the one where it was originally installed) your Internet access could be affected. In addition, if you install a splitter between the wall jack and the modem, this can also affect your service.

IF YOU HAVE A ROUTER, TRY CONNECTING THE COMPUTER DIRECTLY TO THE CABLE MODEM. IF YOUR INTERNET ACCESS IS RESTORED, THE ROUTER IS THE SOURCE OF THE PROBLEM. IF YOUR ROUTER WAS PROVIDED BY ONESOURCE PLEASE CONTACT TECHNICAL SUPPORT AT 1-800-810-9848. ROUTERS NOT SUPPLIED BY ONESOURCE ARE THE CUSTOMERS RESPONSIBILITY TO DIAGNOSE AND CORRECT PROBLEMS.

1. Turn off your computer
2. Unplug electrical power from the Cable Modem and any device such as a router or switch.
3. Wait 1 to 2 minutes and then plug the electrical power back into the Cable

Modem and any routers or switches.

4. Turn your computer back on.
5. When the computer has fully restarted, attempt to use the Internet.
6. If you are still unable to get online, check all cables and power cords to make sure
7. they are properly connected.
8. If the Internet service is still unavailable, call Technical Support at 1-800-810-9848.

Cable Modem Problem: Issues with User Name/Password or email

Please call Technical Support at 1-800-810-9848.

Digital Subscriber Line (DSL) Troubleshooting

The following are some typical problems you may experience and suggestions on how you may resolve them. If you follow the steps outlined, you could resolve an issue and get back online without having to call for technical assistance.

DSL Problem: Unable to connect to the Internet

NOTE: If you connect your computer or router to a different outlet (other than the one where it was originally installed) your Internet access could be affected.

IF YOU HAVE A ROUTER, TRY CONNECTING THE COMPUTER DIRECTLY TO THE DSL MODEM. IF YOUR INTERNET ACCESS IS RESTORED, THE ROUTER IS THE SOURCE OF THE PROBLEM. IF YOUR ROUTER WAS PROVIDED BY ONESOURCE PLEASE CONTACT TECHNICAL SUPPORT AT 1-800-810-9848. ROUTERS NOT SUPPLIED BY ONESOURCE ARE THE CUSTOMERS RESPONSIBILITY TO DIAGNOSE AND CORRECT PROBLEMS.

1. Turn off your computer
2. Unplug electrical power from the DSL modem and any device such as a router or switch.
3. Wait 1 to 2 minutes and then plug the electrical power back into the DSL modem and any routers or switches.
4. Turn your computer back on.
5. When the computer has fully restarted, attempt to use the Internet.

6. If you are still unable to get online, check all cables and power cords to make sure
7. they are properly connected.
8. If the Internet service is still unavailable, call Technical Support at 1-800-810-9848.

Problem: Issues with User Name/ Password or email

Please call Technical Support at 1-800-810-9848.

Fiber Internet Troubleshooting

The following are some typical problems you may experience and suggestions on how you may resolve them. If you follow the steps outlined, you could resolve an issue and get back online without having to call for technical assistance.

Fiber Internet Problem: Unable to connect to the Internet

NOTE: If you connect your computer or router to a different jack (other than the one where it was originally installed) your Internet access could be affected.

IF YOU HAVE A ROUTER, IT IS STRONGLY RECOMMENDED THAT YOU VERIFY THAT THE ROUTER IS NOT THE SOURCE OF THE PROBLEM. IF YOUR ROUTER WAS PROVIDED BY ONESOURCE PLEASE CONTACT TECHNICAL SUPPORT AT 1-800-810-9848. ROUTERS NOT SUPPLIED BY ONESOURCE ARE THE CUSTOMERS RESPONSIBILITY TO DIAGNOSE AND CORRECT PROBLEMS.

1. Turn off your computer
2. Unplug electrical power from any device such as a router or switch.
3. Wait 1 to 2 minutes and then plug the electrical power back into any routers switches.
4. Turn your computer back on.
5. When the computer has fully restarted, attempt to use the Internet.
6. If you are still unable to get online, check all cables and power cords to make sure they are properly connected.
7. If the Internet service is still unavailable, call Technical Support at 1-800-810-9848.

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Fiber Internet Problem: Issues with User Name/Password or email

Please call Technical Support at 1-800-810-9848.

Important Notice

OneSource Communications is concerned with the increasing threat of viruses and Spam email. We would like your help in eliminating viruses on our network. You can help us accomplish this goal by doing the following:

1. Ensure your anti-virus software is current and run regularly. If you do not currently have an anti-virus program, you may download free software at www.grisoft.com. A simple free online scan is also available at www.antivirus.com.
2. Ensure that you have a personal firewall on your network. Free software may be downloaded from www.zonelabs.com. If you have Microsoft XP as your operating system, then enable the built in firewall from Microsoft. Some tips and directions on how to set up the windows firewall are at www.microsoft.com.
3. Ensure your operating system, browser, email and other software are updated regularly.