

Did you get this message? →

First, look down by the time and see if you have a red X through your Internet connection. Put your mouse



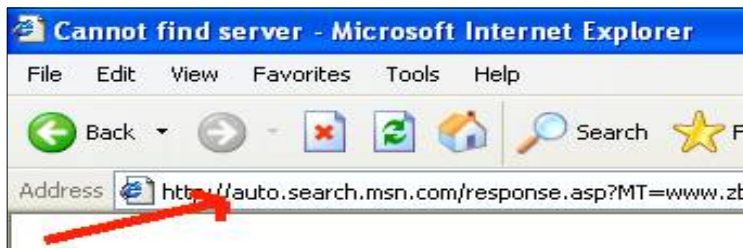
over it. If you plug in with a cable it will say cable unplugged, if you're a Dialup it will say dialup not connected. If you're wireless, it will say so. CONNECT TO YOUR CONNECTION¹

The next thing to check is to see if just that one site is bad or down.

Type a new site into the Address Bar

If you don't have the address bar, turn it on in the View Menu.

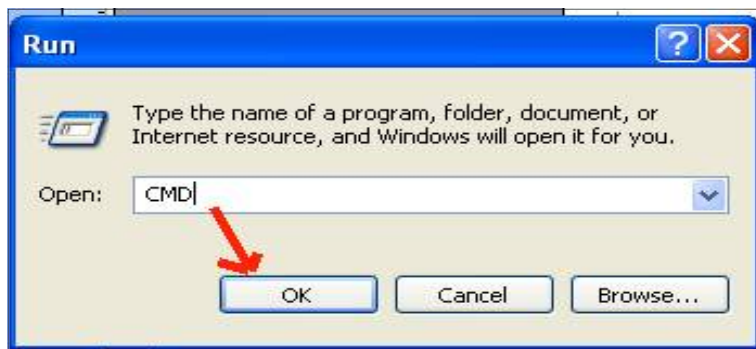
If the other site comes up, only the one you're trying has problems.



If you get the same cannot be displayed message for all sites, you may not be connected.



Go to Start-Run type in CMD and click OK
This will start a DOS like black window.



Click on the window and type in (never mind what it says in the window) ping 204.174.64.1
And then press the ENTER key. If you get Reply from xxx.xxx - you ARE connected. Your Firewall is blocking or Internet Explorer is trashed. Try turning off the firewall and using Firefox web browser.

If you got Request Timed Out - you are NOT connected¹

¹SOLVING CONNECTION ISSUES:

Dial-up: you may have not made the initial connection or you timed out and it disconnected. Go to *Start - Run - Connect to:* and connect. If you can't connect you either haven't paid your bill, you have the name and password wrong, or another computer is already logged on with your username and password. "The Server" has not been "down" 12 hours total since 2002.

ADSL: Reboot your modem. If you have a router, reboot it. Reboot your computer. Make sure you have an ADSL LINK light on solid, and LAN and WAN are lit on your router. If the problem persists, call ABC at 1-888-235-1174 or Telus at 311-TECH whatever your with.

MaxAir wireless: next page

MaxAir wireless: What type of connection do you have and how do you connect?

Newer MaxAir clients: **FIRST find your P.O.E.** the 2" square white box with two network wires and a black power cord from a transformer. Unplug the power (black) cord and count to ten, plug it back in. This will reboot your outdoor radio and reconnect you.

Wireless router in your house: are you connected to your home wireless signal? A red X means you are NOT connected. For you built-in laptop Wireless you only need to right-click the icon View Available Wireless Networks, click on your home signal and click Connect. If you right-click and Enable is on the top if list, then you've turned it off. Just click enable.



If you have a PCI, PCM or USB plug-in device you may need to use the manufacturer software to reconnect to your wireless router.

Through a network cable to a router or wireless router: Make sure your LAN has not been disabled in Control Panel - Network Connections. Reboot your router by unplugging the power for 10 seconds. Did a WAN and a LAN light come on? They must to work properly. WAN - is the outside connection to the Internet. The single plug on the back. LAN - is the inside connection to your computers. The 4 plugs on the back.

Through a RADIO cable: thick black, looks like TV cable. There are 2 types of these:
direct to computer: through an internal wireless adapter. There is usually a bar indicator down by the time that changes colours. If it's red right click and try to connect with the software that pops up.
to a USB device: a white or silver adapter that connects the radio cable to your USB port. Unplug from the USB port. Turn your computer off. After 15 seconds, turn it back on and wait until the computer is ready to use. Then plug the adapter back in the SAME USB port.

REMEMBER: MaxAir is a closed private system. The equipment you use requires the MAC address (every wireless or network adapter has one) be registered on our system and given an IP address before it will work. You can't just unplug it and plug it into a new or different computer, you need to bring it in and pay a small fee to reconfigure it. You can't go out and buy someone else's wireless equipment and directly tie it into the MaxAir system.

Spotty service: at times wet heavy snow on your radio or antenna can cause interference. Keep your radio free of snow. It can also affect our mountain transmitters, but will clear on its own within hours. Trees and leaves that grow in front of your radio, or large vehicles parked directly in front of your radio can block signals too. It is up to you to keep it clear. Heavy downloading by many customers at the same time can slow down that segment of the system. You may not download movies, or upload beyond the minimums. Do not leave your filesharing running 24-7. Report any problems and we will block persons hogging the bandwidth.

Viruses and Trojans can also affect your computer.

Keep your computer clean as they can block or hijack your Internet connection. Make sure your anti-virus and anti-spyware is up to date and running. Max recommends AVG antivirus for protection against viruses and AVG-AS or AdAware or SpyBot Search and destroy to clean spyware from your computer.