



Internet Troubleshooting

Texas Technical Support: 972-617-8889 Option 2

To help assist you with support, the following is a list of common issues that are easily resolved by following these simple troubleshooting tips:

I have no connection to the Internet

The loss of your internet connection may happen for several reasons, but usually means that one or more of the devices on your home network has lost connectivity, or may need to be power cycled.

Check the following:

1. Make sure the power adapter (also called Power over Ethernet Cable or Pigtail) for the roof antenna is plugged in and working. (This AC power supply typically has a green LED on it.)
2. Make sure the physical network cables are connected to the wall plug, the computer and to any other network devices. (Router, or VoIP Adapter if you have our phone service as well.)
3. Make sure all network devices are plugged in and have power.

If this does not solve the issue do the following:

1. Power cycle the roof antenna or “radio”, by unplugging the power adapter. Wait a minimum of 90 seconds and plug the device back in. NOTE: If the power adapter is plugged into a power strip, power cycle the power adapter itself *not* the power strip.
2. If you have a router, wireless router or other network device, then power cycle the device(s) by unplugging the power. Wait a minimum of 90 seconds and plug the device back in. NOTE: If the router or other network device is plugged into a power strip, power cycle the router/device itself *not* the power strip.
3. Make sure the Internet and network settings for your computer are correct and reboot your computer. If you are connecting wirelessly with a laptop, make sure the wireless feature is turned on, and you are in range of your wireless router.

If none of the steps above work to restore your Internet connection, please call Technical Support.

My email is not working

Check to make sure your Internet connection is working by opening your Internet browser. If your connection is not working, see the above section. If your Internet connection is active, then you may have a problem with your email settings.

If you are using an email program such as Microsoft Outlook, incoming mail server (POP3) will need to be set to pop.everyone.net and Outgoing mail server (SMTP) will need to be set to smtp.everyone.net.

My Internet connection seems slow

The speed of your Internet connection and the speed of downloads may be affected by several factors including:

Viruses on your computer:

Viruses often slow your computer's performances as they demand processing power and use Internet resources because they often send out massive amounts of information over your Internet connection.

Spyware on your computer:

Spyware, like viruses, often slows your computer's performances because they demand processing power and use Internet resources. They often send out information over your Internet connection.

Network traffic:

You may experience what seems like a slower connection as Internet use from your own home increases due to download of large files or multiple users on your home network accessing the Internet connection.

Be aware of file sharing software that might allow others to access and download large amounts of data from your computer. Programs such as Morpheus, Kazaa, Limewire, Bit Torrents, for example, by default, will share your connection with others on the Internet. Consider configuring such programs to have uploads and sharing disabled.

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