real ICT

Experiencing issues with any of our solutions? Try these steps first!

USING OUR HOSTED HANDSETS, AND HAVE A SINGLE HANDSET DOWN?

- Uplug from power and internet
- Wait 10 seconds and reconnect
- If not online, confirm handset is getting an internet connection, via steps below:
- Menu
- Status
- IPV4: confirm if there is an IP address listed here

USING OUR HOSTED HANDSETS, AND HAVE ALL HANDSETS DOWN? TRY THIS!

1. Follow the NBN steps 1 and 2
2. Test internet connection
3. Check cables into handset
4. If handsets are still down, confirm if they are getting internet, via steps:
- MENU
- STATUS
- IPV: confirm if there is an IP address listed here

USING OUR HOSTED APP ON YOUR MOBILE?

- Log out of **app**
- **Close app completely (including in background apps)**
- **Check phone is updated to the latest software Android / IOS**
- **Check app is updated to the latest version**
- **Log back in and test on both Wi-Fi and Mobile Data**
- **If not working, screenshot any error messages**

IS YOUR NBN SLOW OR DROPPING OUT?

POWER CYCLE YOUR NBN BOX !
WHEN THE NBN BOX IS BACK UP, POWER CYCLE YOUR MODEM

- Test connection
- If still not stable, prepare the below:
- Speed test: https://www.speedtest.net/
- Modem MAC address and Serial Number
- NBN box serial number
- Status of lights on both NBN box and modem
- How many users are connected to the internet
- Drops outs at certain time of the day
- Confirm connected via WiFi or Ethernet Cable

IS YOUR NBN DOWN?

1. Power cycle NBN box (if applicable) – must be done first
2. When NBN box is back up, power cycle modem
3. Test connection
4. If internet not back up, please prepare the below
·   Modem MAC address and Serial Number
·   NBN box serial number
·   Status of lights on both NBN box and modem

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