ATMC

Internet Troubleshooting Tips

To have internet, confirm there is power to the modem/router. Check to see all appropriate lights are on for service. If the router is supposed to be providing Wi-Fi the Wi-Fi lights (2.4ghz and 5ghz) should be on and flashing. Flashing Wi-Fi lights typically indicate data traffic across the network connection. If the router/modem is providing a hardwired connection, the LAN port with the ethernet cable should light up if the device receiving internet is powered on.

LAN port 4 on ATMC Gigacenters are reserved for video services and should not have anything plugged in unless it is a known video device such as a IPTV catv box or a Hub that feeds multiple IPTV boxes.

Wireless Devices connected to the 2.4 network may tend to be slower. However the 2.4 network reaches futher than the 5 ghz network. The 5 ghz network is a wider band and allows for higher speeds but it will not reach as far. Make sure you are connected to the appropriate band. If you have a dual band router (2.4 and 5g) but only see one network, bandsteering may be enabled and that means the router decides the best network for the device to connect to. ATMC Air Ties use this technology.

Does anything work on the network? If so confirm it is on the ATMC provided service. Reboot any device that is not working and make sure it connects to the ATMC provide network. If it is wireless, try to plug it in and confirm its working. If it is hardwired see if it will work wirelessly. This will allow the problem to be narrowed down to the type of connection that is giving trouble. Rebooting the router/modem helps to correct many connection issues involving no internet. Next try rebooting the device that wont connect the internet. This should reset the connection information in that device allowing for a new connection.

If you require further assistance, experience any issues or have questions, please contact Tech Support at 910-754-4317