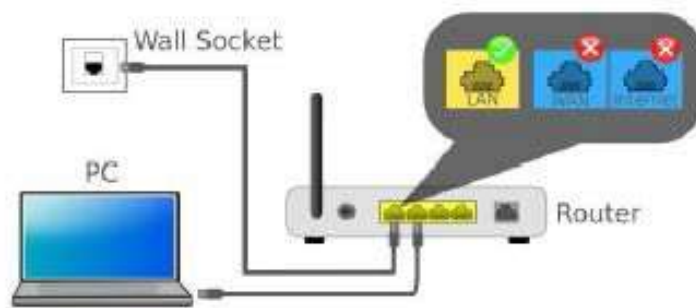# Troubleshooting Internet Connectivity Issues Guide

Introduction

If you are having problems connecting to the Internet service, there are some basic troubleshooting steps you can try before calling or opening up a support ticket.

Connectivity Problems

1. **Check your Router**

- If you are using a router to connect to the internet, make sure your router is turned on and all the cables are properly connected to it.

- If your router is turned on and all connections are secured properly, log in to your router and double check your Internet or Wan settings. Please make sure that your connection is set to static IP Address and that your IP Network parameters are correct.

- It's best while doing these tests, to make things as simple as possible. If you are using a wireless connection, please disable the WI-FI on the computer and connect your computer directly into one of the Ethernet ports on the router.

2. Bypass the Router
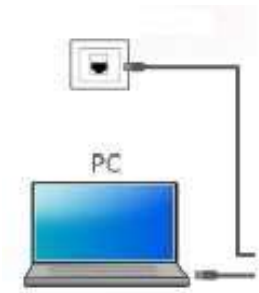
- If none of the above worked, bypass the router completely and connect your desktop or laptop into the Handoff or Wall Socket (INT) and test the connection. Keep in mind that since your computer is most likely setup for DHCP, you might need to change your NIC (Network Interface Card) to static IP. Please refer to the following links for directions in doing so.

How to configure static IP address on Windows XP

How to configure static IP address on Windows 8

How to configure static IP address on OSX

3. Other factors that might affect connectivity

- Bad Ethernet cables.
- Defective LAN Switch or port on switch.
- Check your computer and make sure is free of viruses or spyware.

If the solutions above did not work, there is a possibility that the issue may lie in our network. Please open a trouble ticket by calling 212-631-7556 or email us at support@lightspeedtelecom.com