



Internet is not working, what to do?

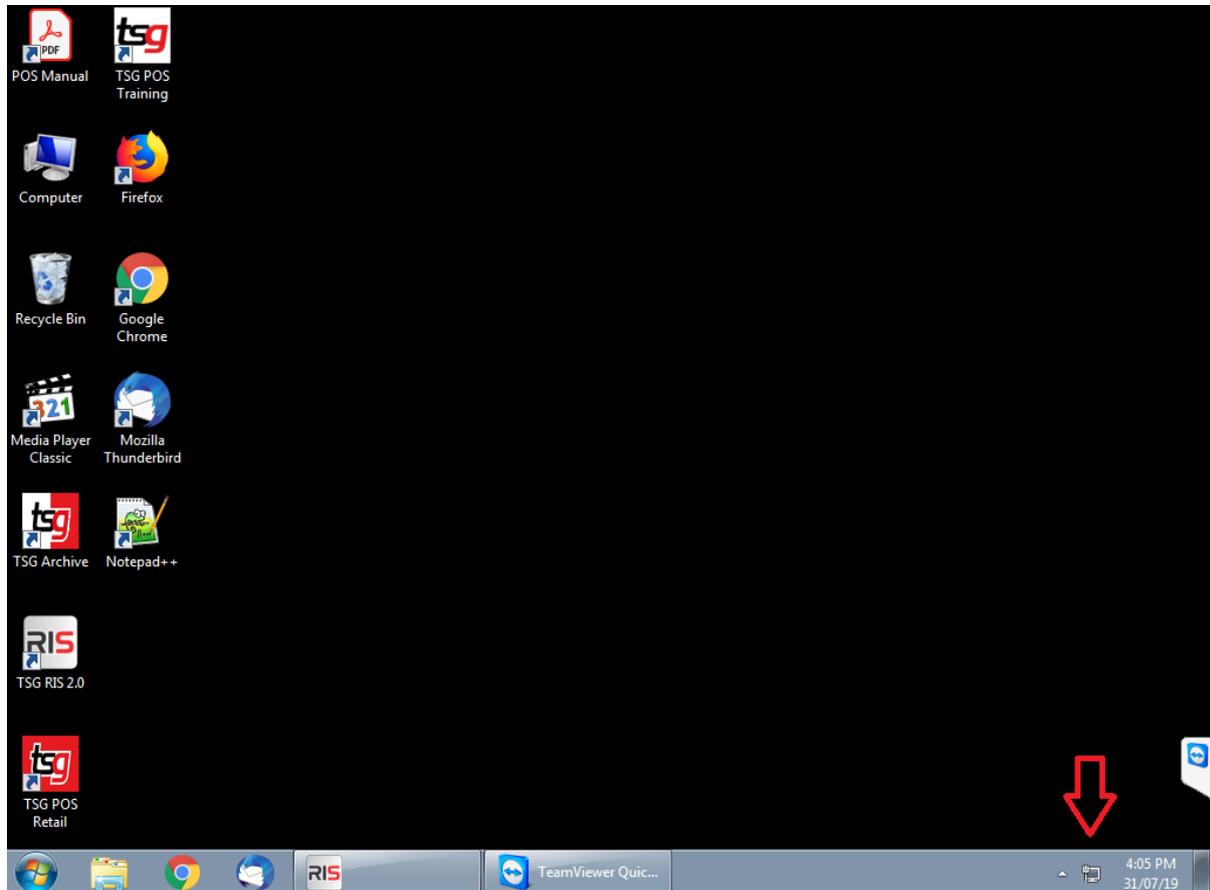
Sorry NO

INTERNET Today

Scenario 1 Internet is not working

Step 1 Define what type of internet issue.

On your computer.



Internet is working.



Internet is connected but configuration is wrong. Such as IP conflict.

Solution: Turn off your modem, **leave it for 5 minutes (important)**, turn the modem back on.



Internet is not physically connected.

Solution: Check the cable connection or replace a cable if necessary



Wi-Fi is not connected, select the WIFI and put in the password.

When internet is working, the light for internet cable on the POS should look like this.

[Check your cable](#)



Otherwise, looks like this.

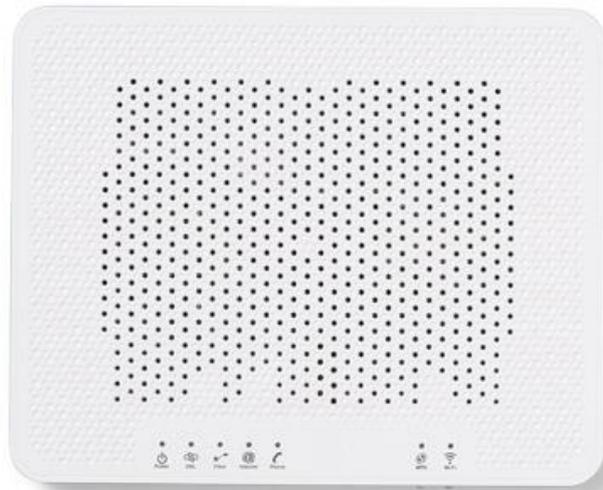


What does the modem look like?

Telstra modem



Optus modem

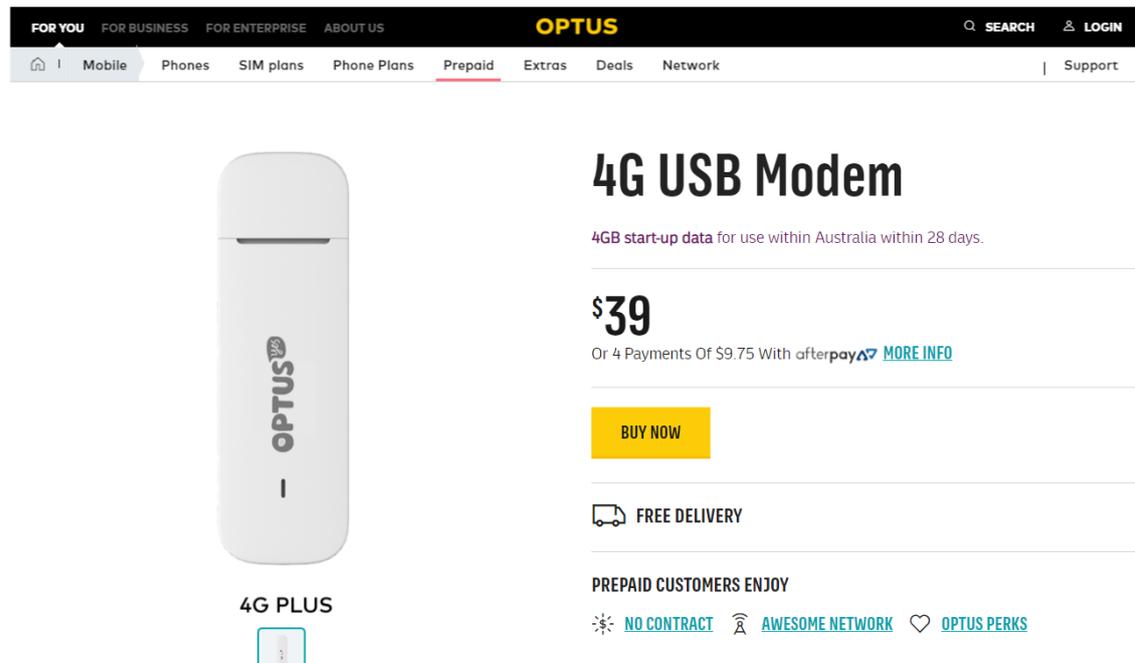


Scenario 2 Internet issue that cannot be solved immediately.

Temporary solution tools.

USB dongle

You can purchase a USB dongle from most of the Internet service provider (Telstra, Optus, Vodafone etc) or even Coles and Woolworth.



The screenshot shows the Optus website's product page for a 4G USB Modem. The page features a navigation bar with categories like 'FOR YOU', 'FOR BUSINESS', 'FOR ENTERPRISE', and 'ABOUT US'. The main navigation includes 'Mobile', 'Phones', 'SIM plans', 'Phone Plans', 'Prepaid', 'Extras', 'Deals', 'Network', and 'Support'. The product is a grey USB modem with the Optus logo. The price is listed as \$39, with an option for 4 payments of \$9.75 using afterpay. A yellow 'BUY NOW' button is prominent. Below the button, it states 'FREE DELIVERY'. At the bottom, it highlights 'PREPAID CUSTOMERS ENJOY' with benefits like 'NO CONTRACT', 'AWESOME NETWORK', and 'OPTUS PERKS'.

4G USB Modem

4GB start-up data for use within Australia within 28 days.

\$39

Or 4 Payments Of \$9.75 With afterpay [MORE INFO](#)

BUY NOW

FREE DELIVERY

PREPAID CUSTOMERS ENJOY

NO CONTRACT **AWESOME NETWORK** **OPTUS PERKS**

Install driver for the USB dongle. (call IT for Administrator Password)

Mobile phone

iPhone

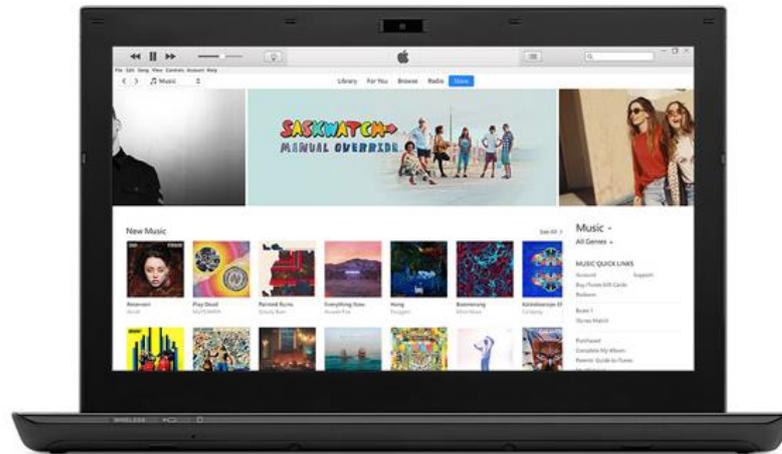
In order to connect your iPhone to the POS, you need to download iTunes from

<https://www.apple.com/au/itunes/download/>

click windows

your favorite music, movies, TV shows and podcasts. There's also where you can join Apple Music and stream — or download and play offline — over 50 million songs, ad-free.

iTunes for Windows



Windows System Requirements 

Looking for other versions?

[macOS](#) > [Windows](#) >



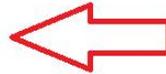
Click download now and install iTunes. (call IT for Administrator Password)

THE LATEST VERSION OF iTUNES NOW COMES INSTALLED IN macOS MOJAVE.

The latest version of iTunes now comes installed in macOS Mojave. Upgrade today to get your favourite music, movies, TV shows and podcasts. iTunes is also where you can join Apple Music and stream — or download and play offline — over 50 million songs, ad-free.

iTunes for Windows

Download now (64-bit)



Looking for Windows 32-bit? [Download here >](#)



iTunes



Welcome to iTunes

iTunes is the easiest way to enjoy your favourite music, movies, TV shows and more on your PC.

iTunes now includes Apple Music – a revolutionary music service, the all-new Beats 1 live radio station, and an exciting new way for fans to connect with their favourite artists. Become a member to play from millions of songs in the Apple Music catalogue or keep them offline to play back later.

Apple Music is joined by the iTunes Store, where you can download everything you need to be entertained. Your purchases are stored in iCloud and are available on your devices at no additional cost.

To get started installing iTunes, click Next.

12.9.6.3 x64

< Back

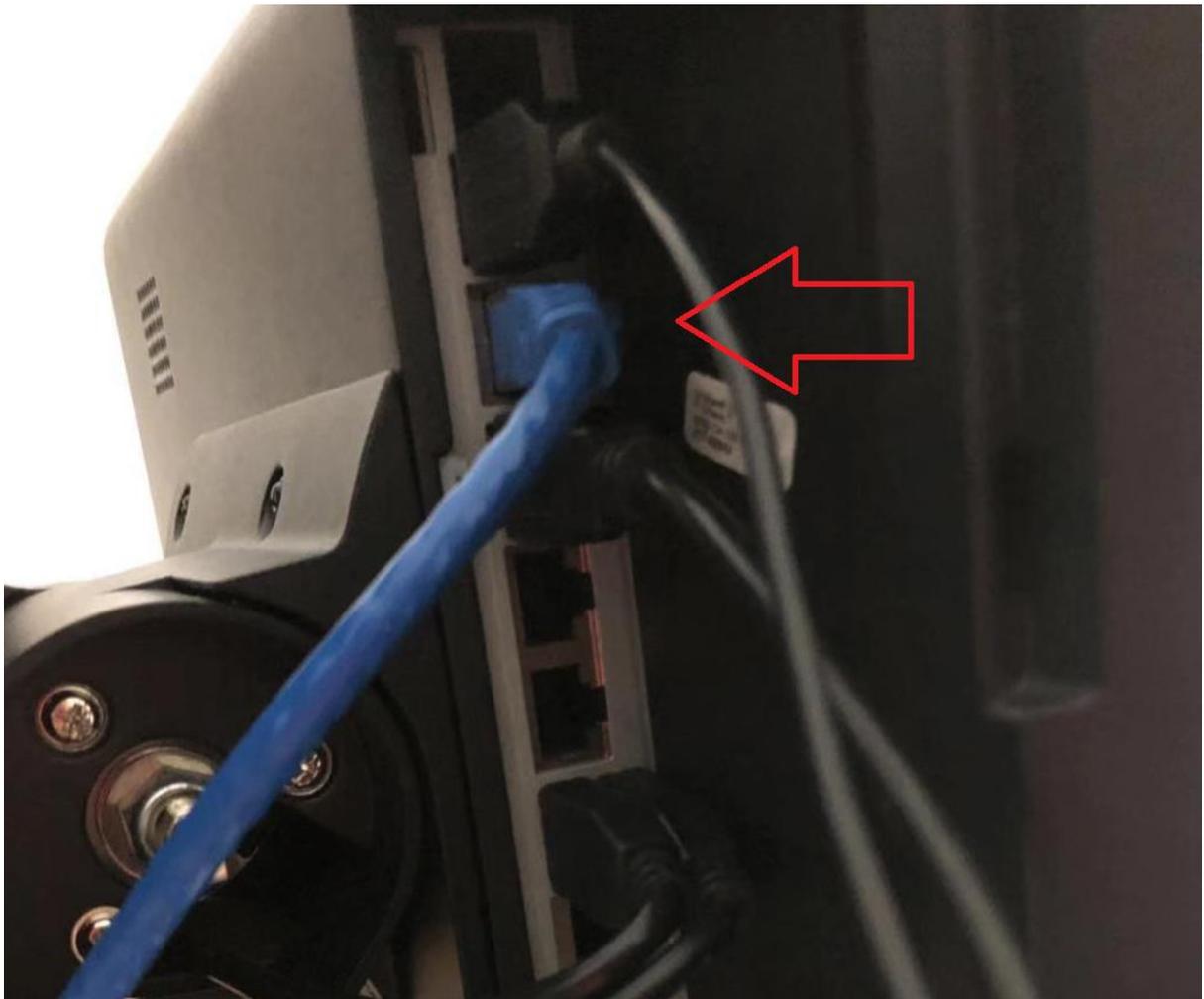
Next >

Cancel

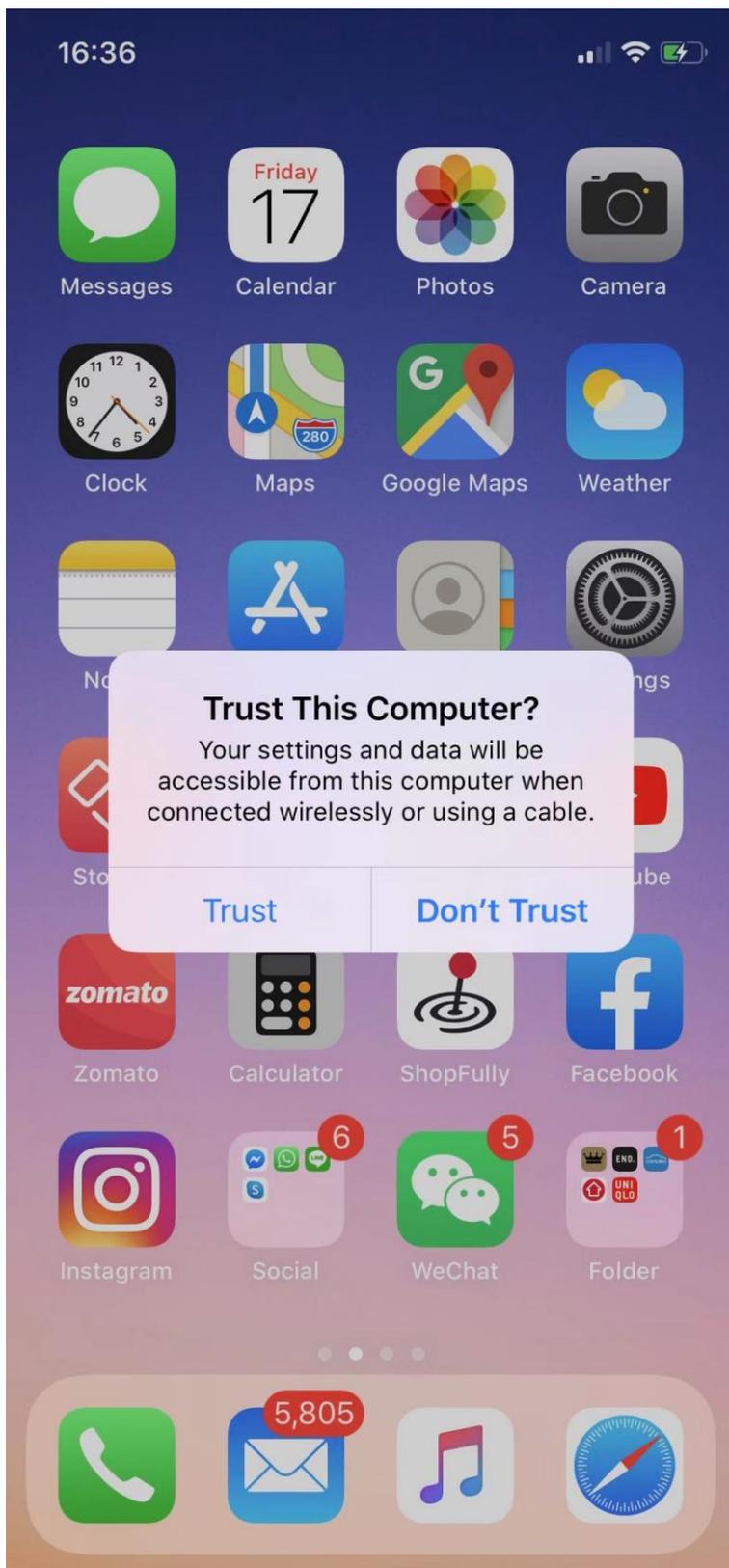
After the installation, Connect your iPhone to the POS.



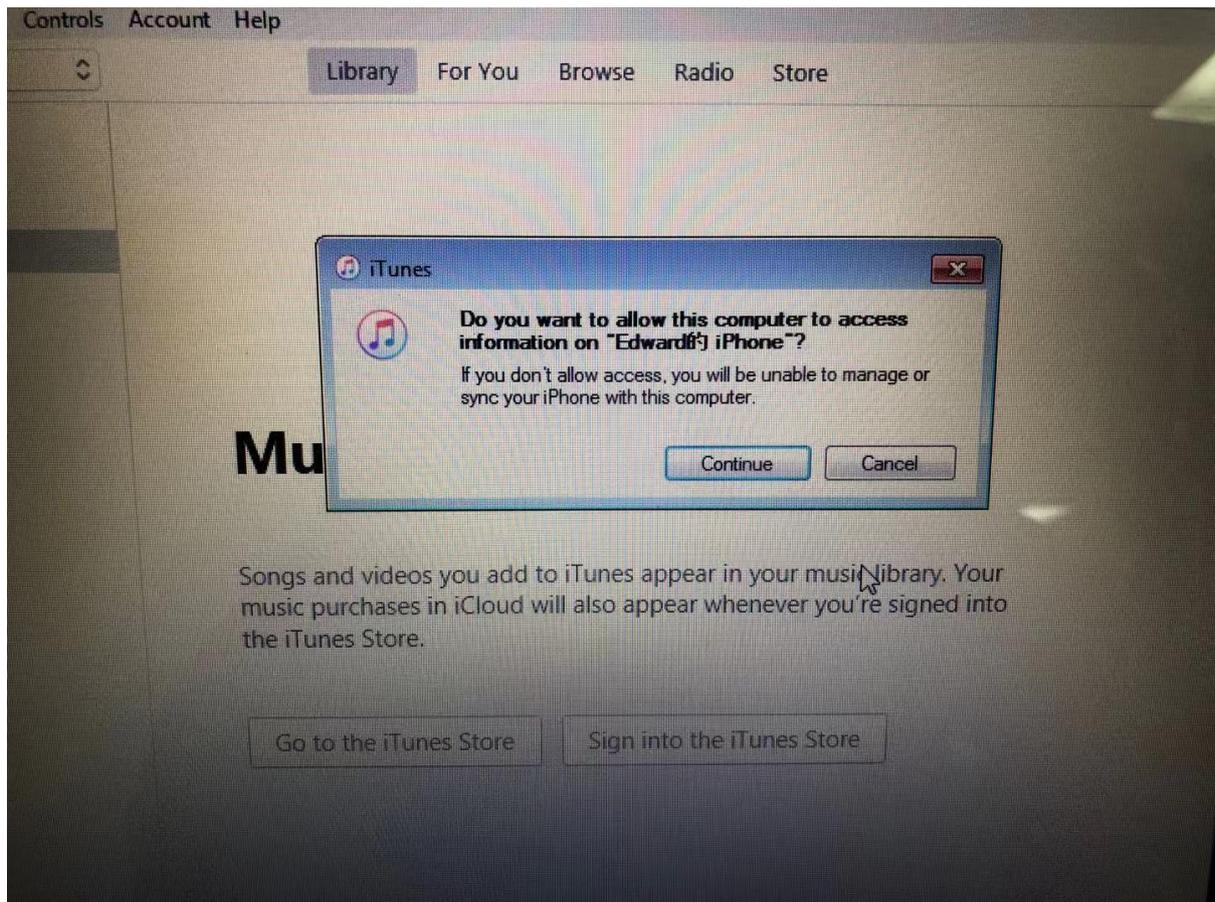
Disconnect the internet cable from the POS.



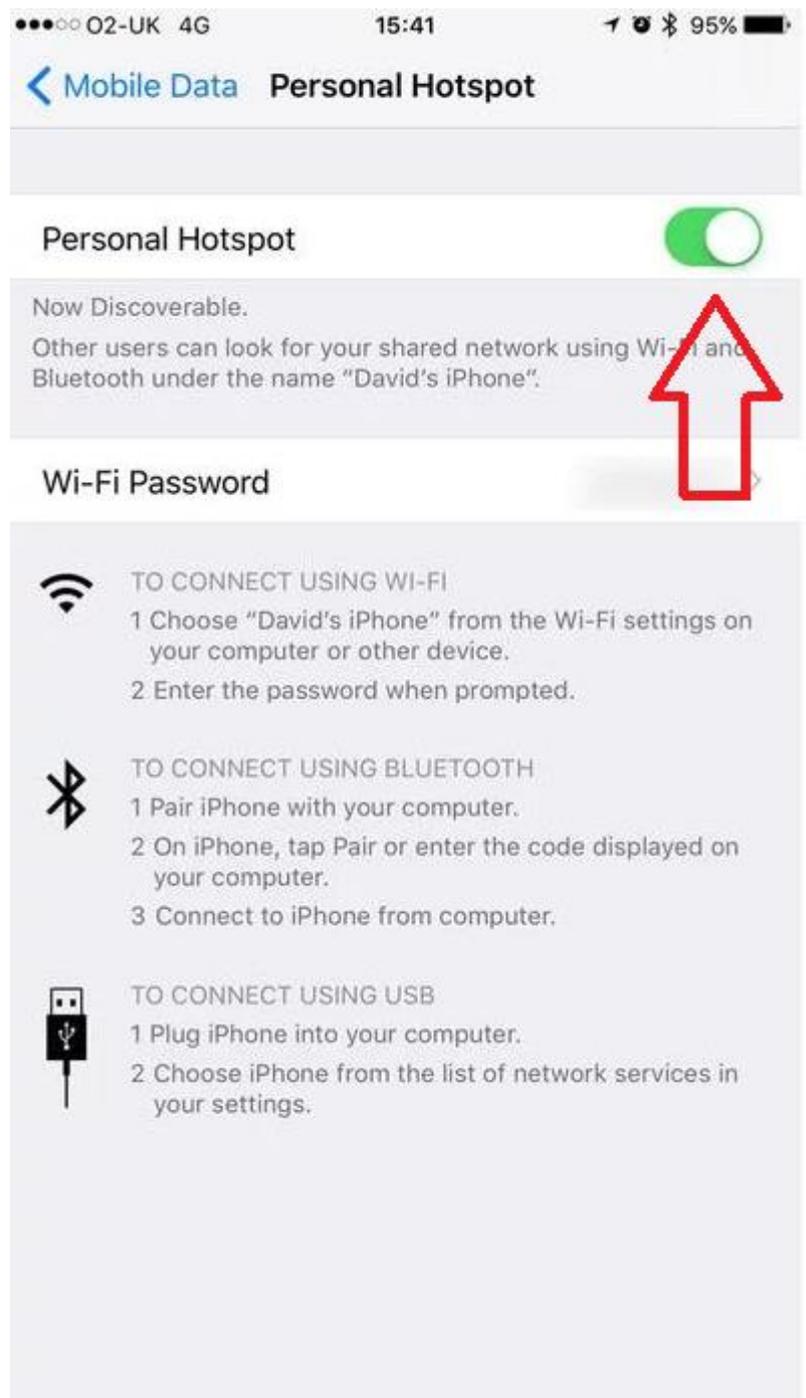
Select trust this computer

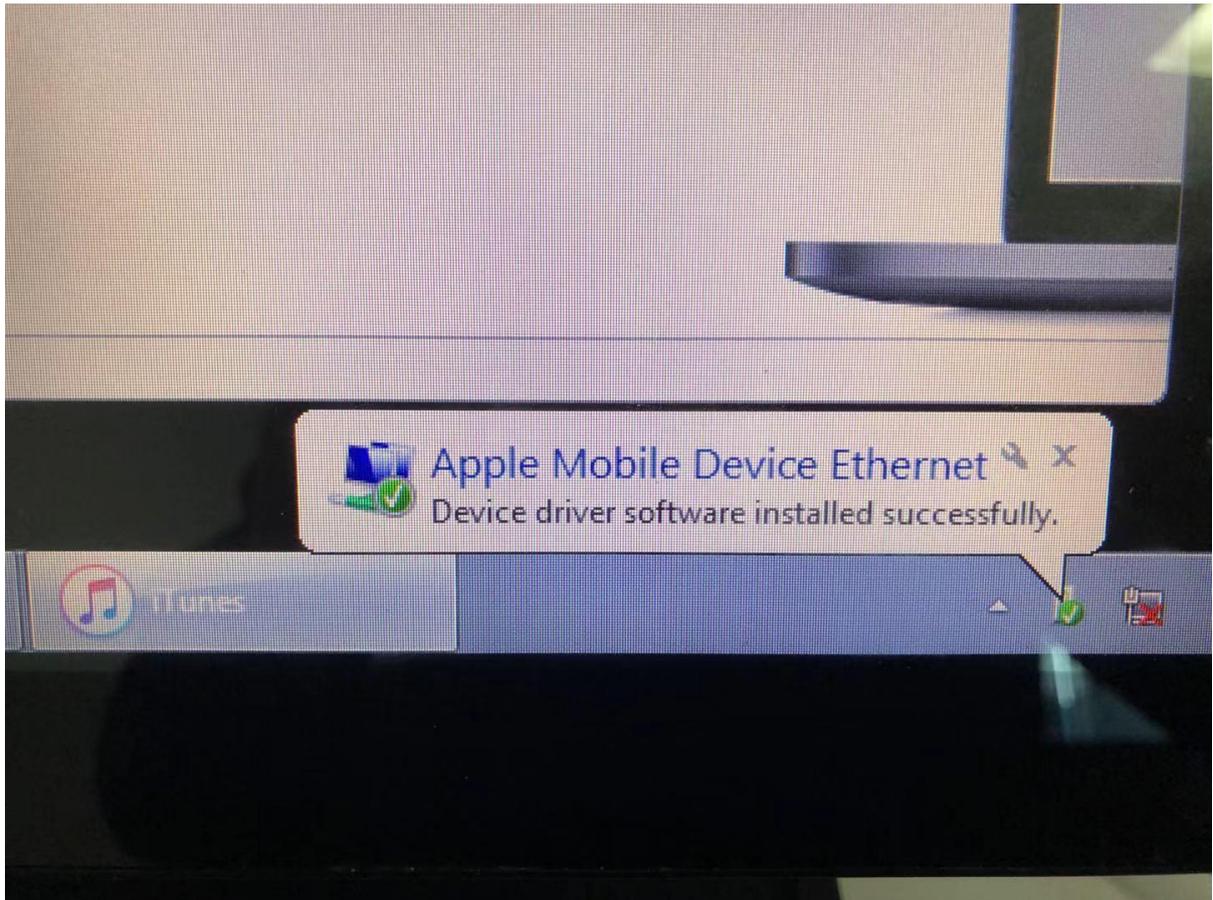


Click on continue.



On your iPhone, go to setting > Personal Hotspot and turn on the Hotspot





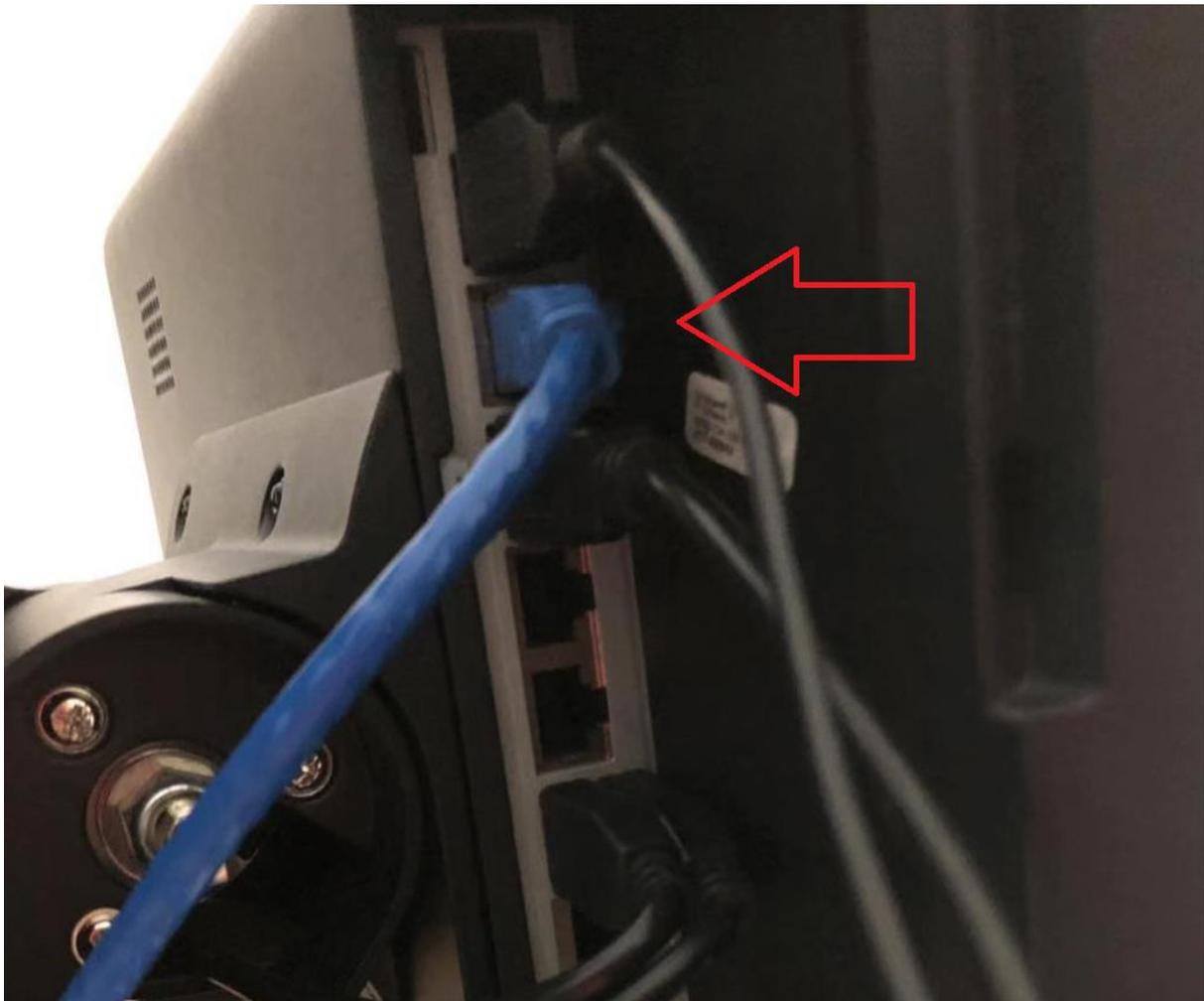
Mobile phone

Android

Connect your phone to the computer



Disconnect the internet cable from the POS.



Open your device's Settings

Tap Network & internet > Hotspot & tethering.

Turn on USB tethering.

Hotspot & tethering

USB tethering
Share phone's Internet connection via USB

Wi-Fi hotspot
Not sharing Internet or content with other devices

Set up Wi-Fi hotspot
AndroidAP WPA2 PSK hotspot

Bluetooth tethering
Share phone's Internet connection via Bluetooth

Use hotspot and tethering to provide Internet to other devices through your mobile data connection. Apps can also create a hotspot to share content with nearby devices.

