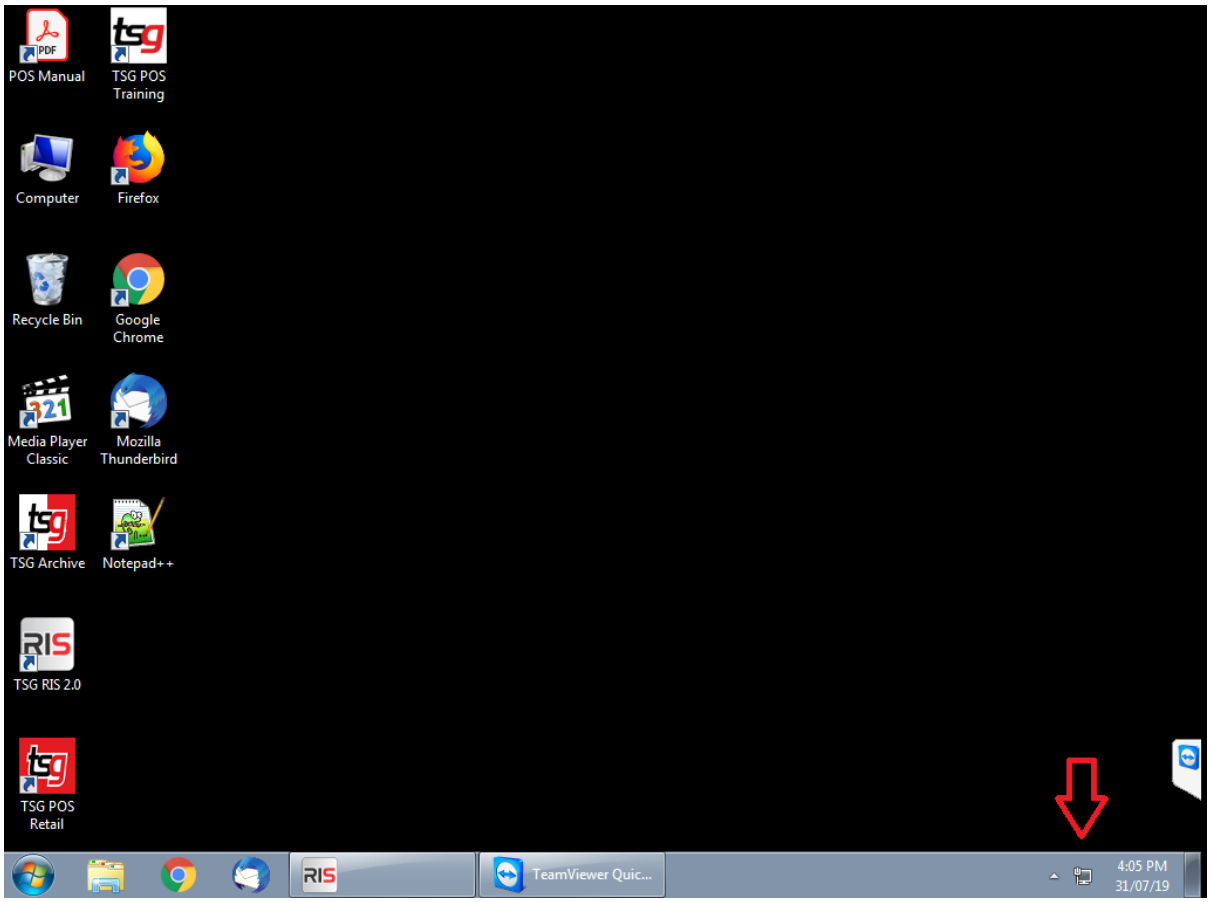
Internet is not working, what to do?

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.

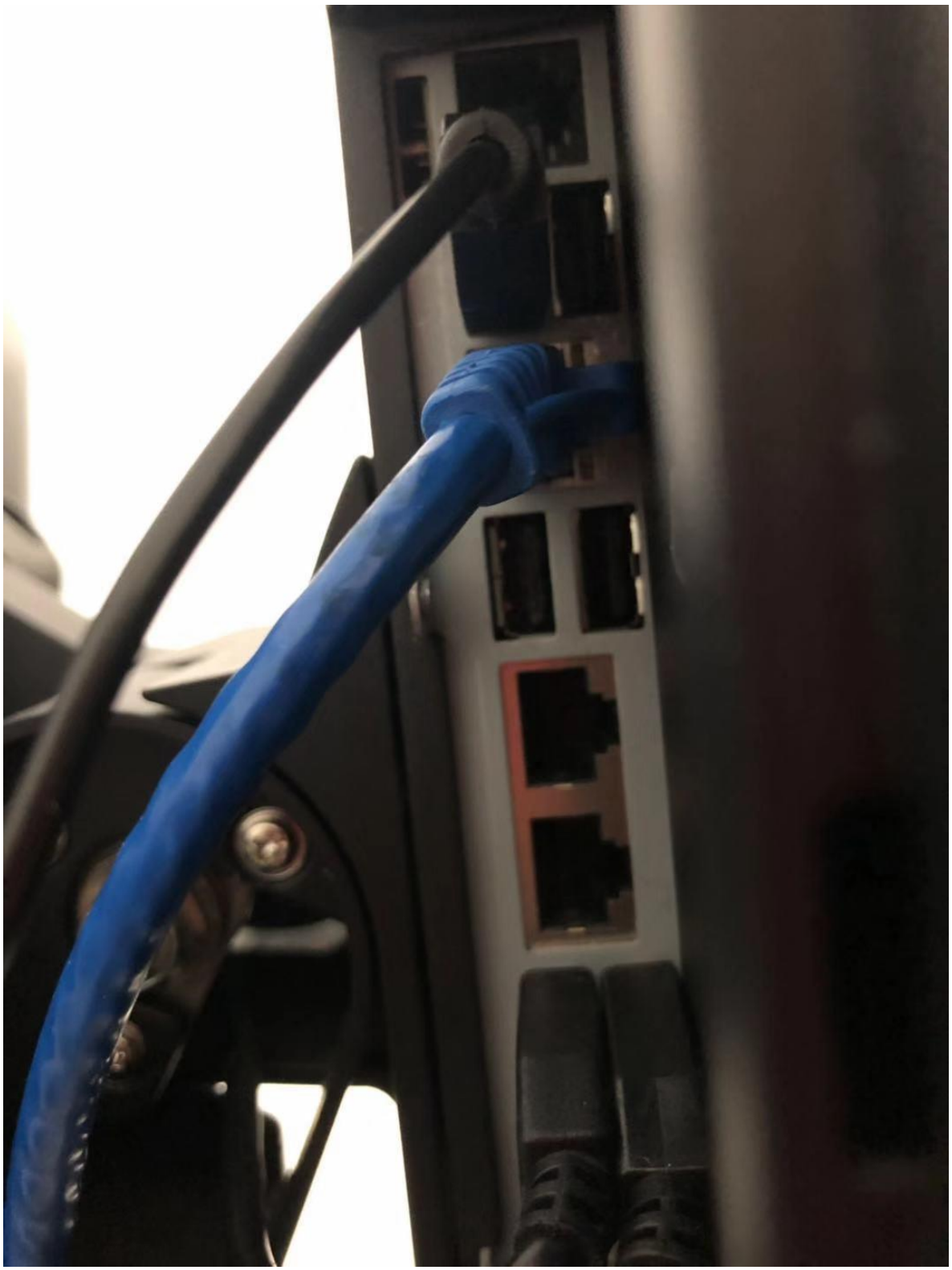
Solution: Check the cable connection or replace a cable if necessary

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 looks like this.

Check your cable

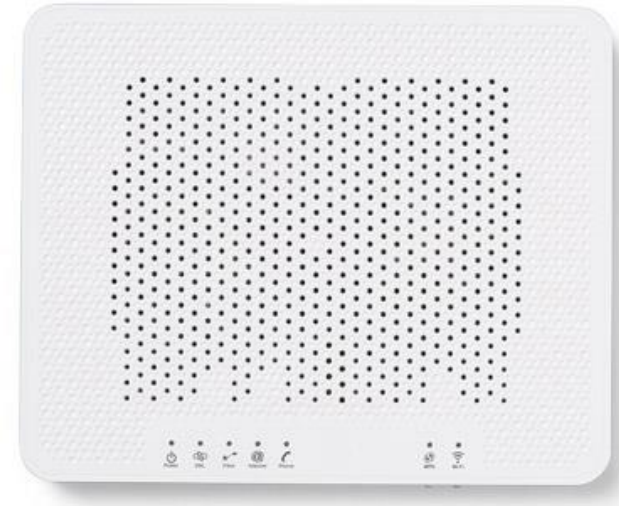
Otherwise, looks like this.



What does the modem look like?

Telstra modem

Optus modem

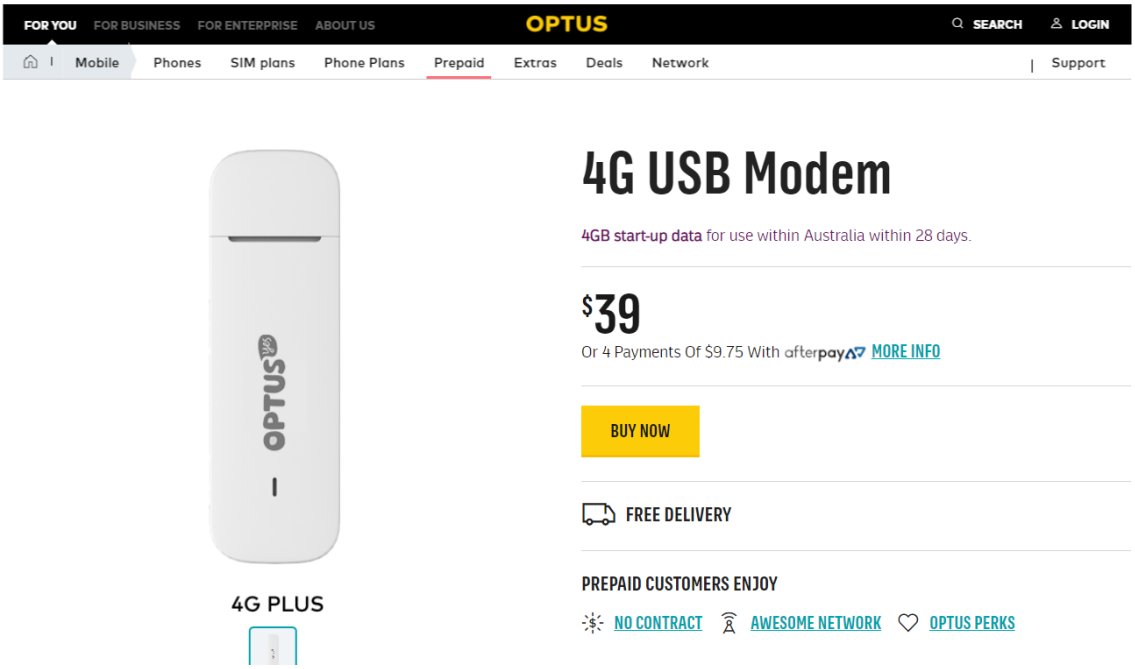


Scenario 2 Internet issue that cannot be solved immediately.

Temporary solution tools.

USB dongle

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



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

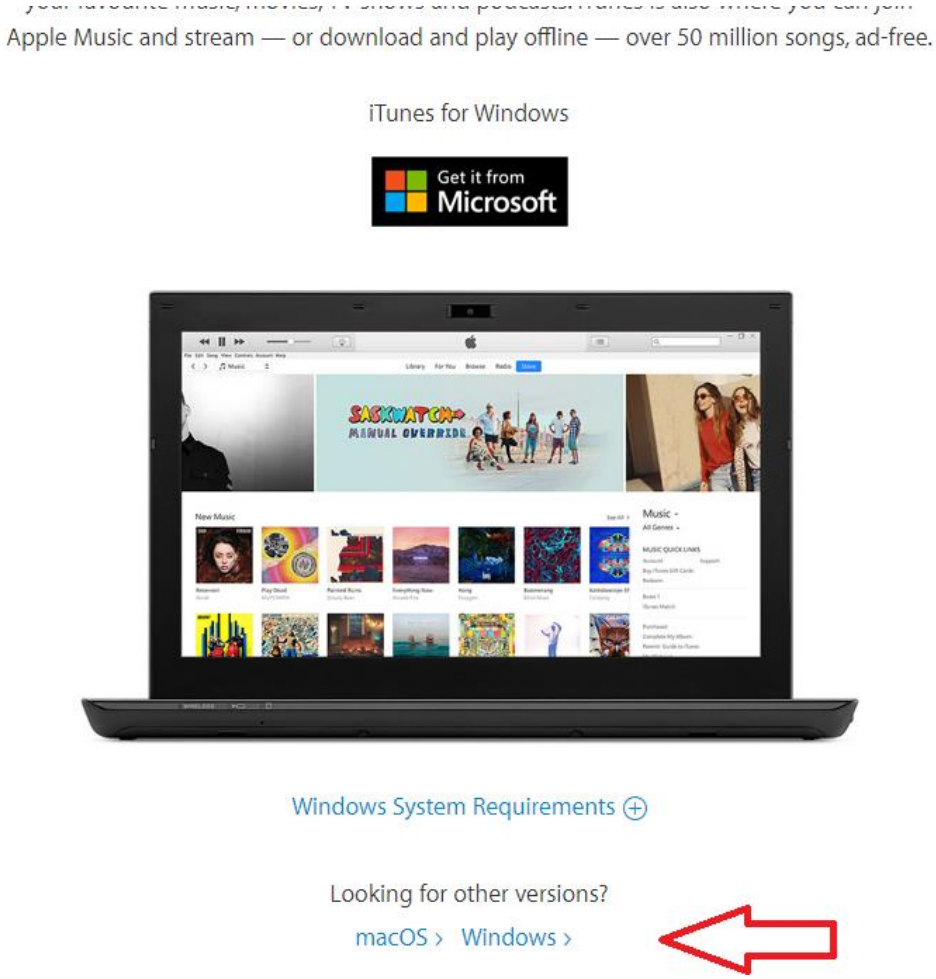
Mobile phone

iPhone

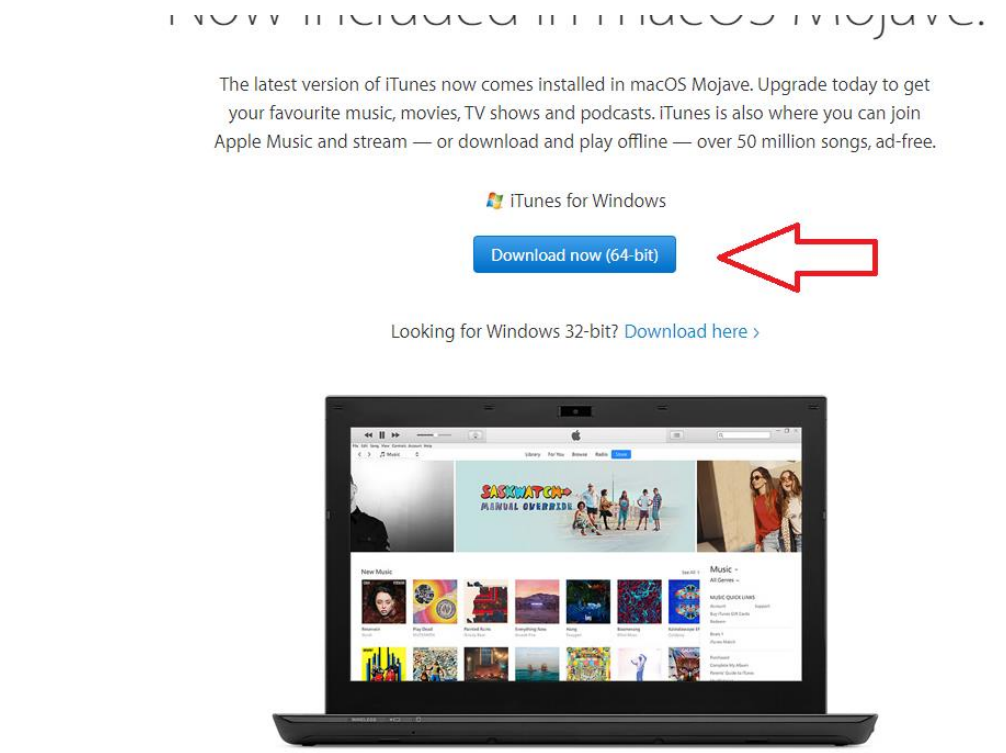
In order to connect your iPhone to the POS, you need to download iTunes from

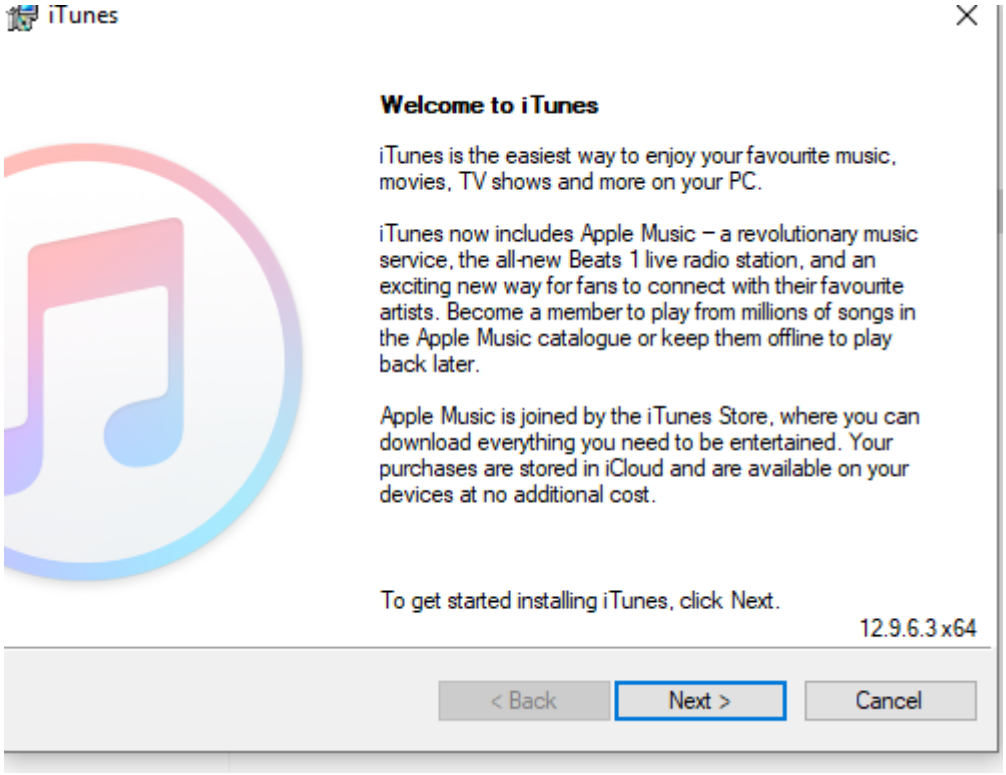
https://www.apple.com/au/itunes/download/

click windows



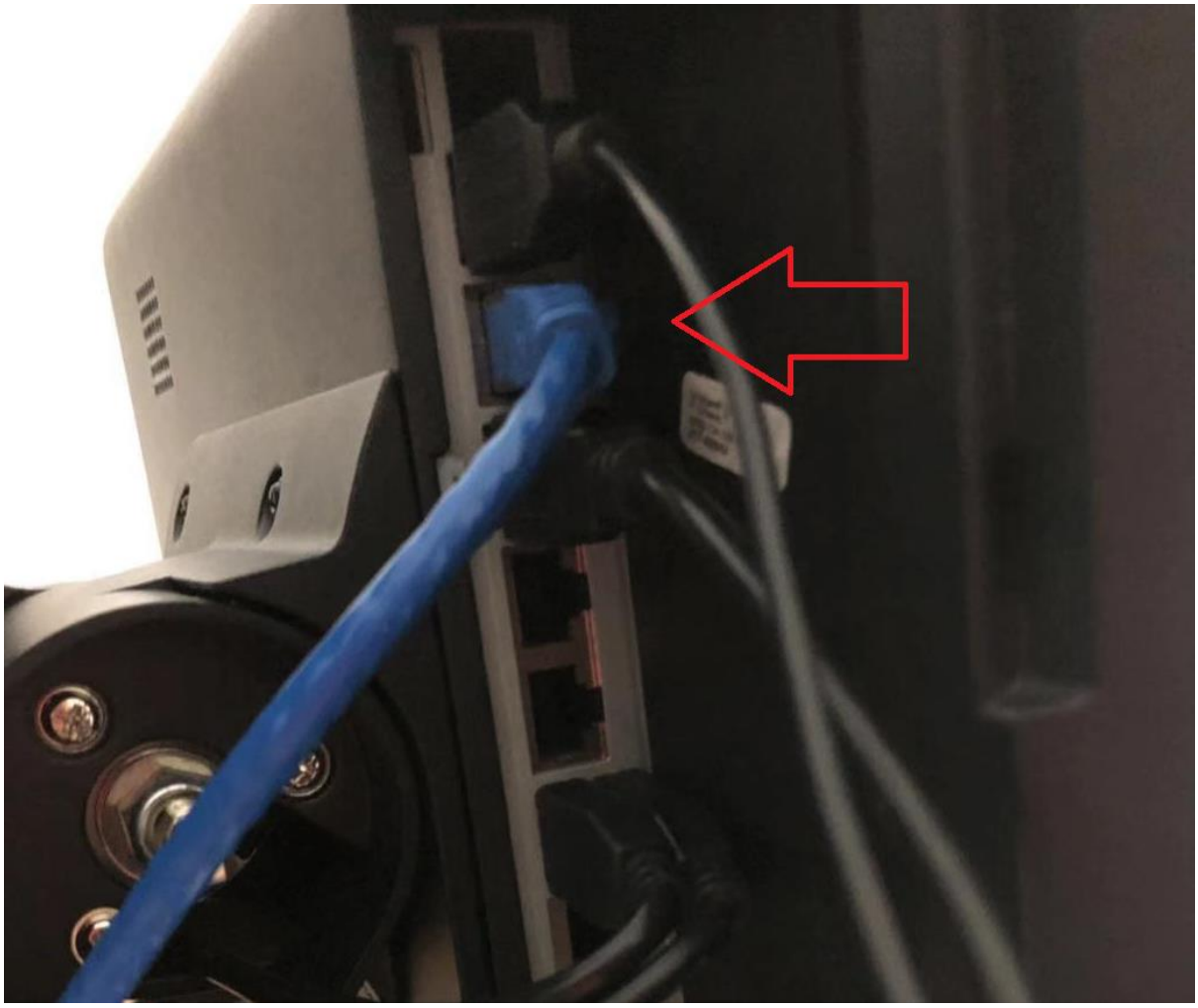
Click download now and install iTunes. (call IT for Administrator Password)



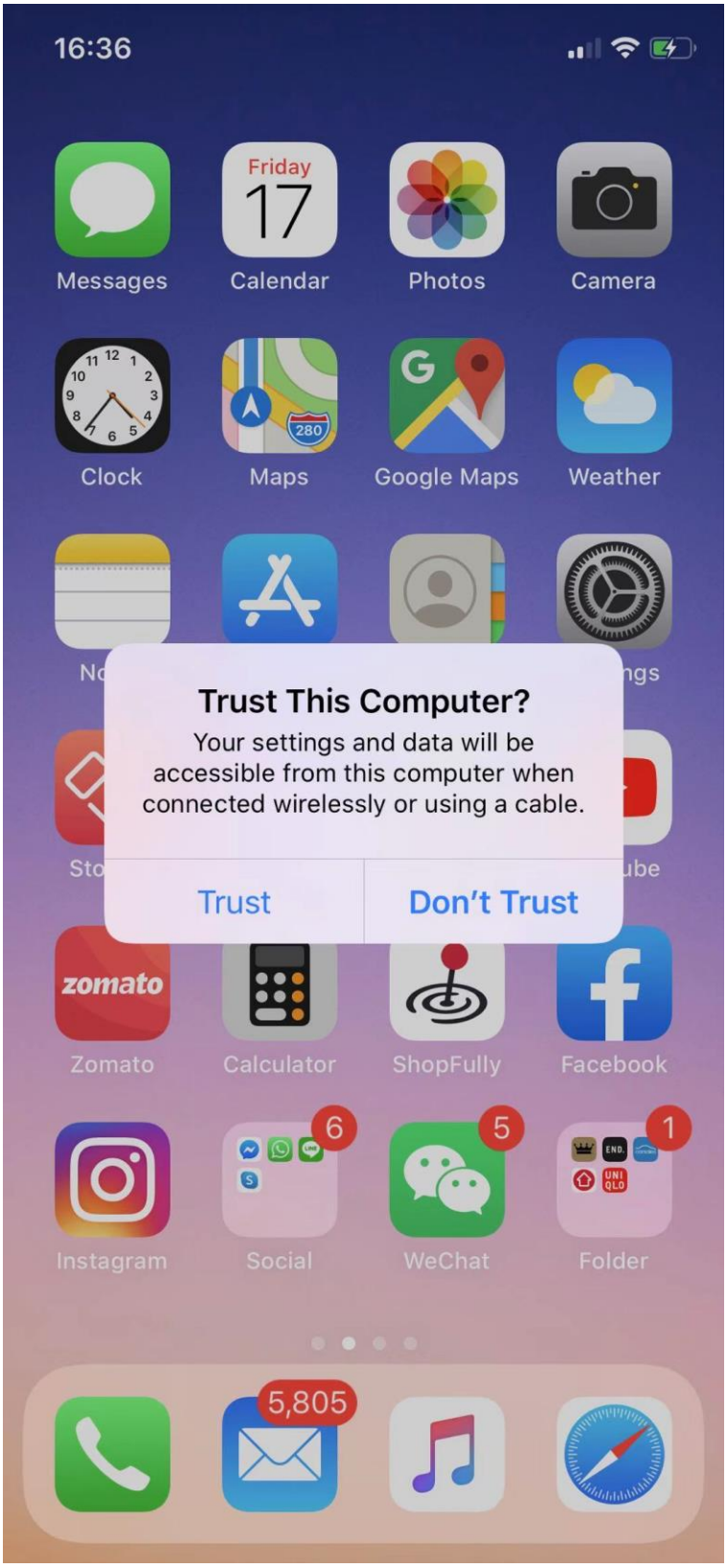


After the installation, Connect your iPhone to the POS.

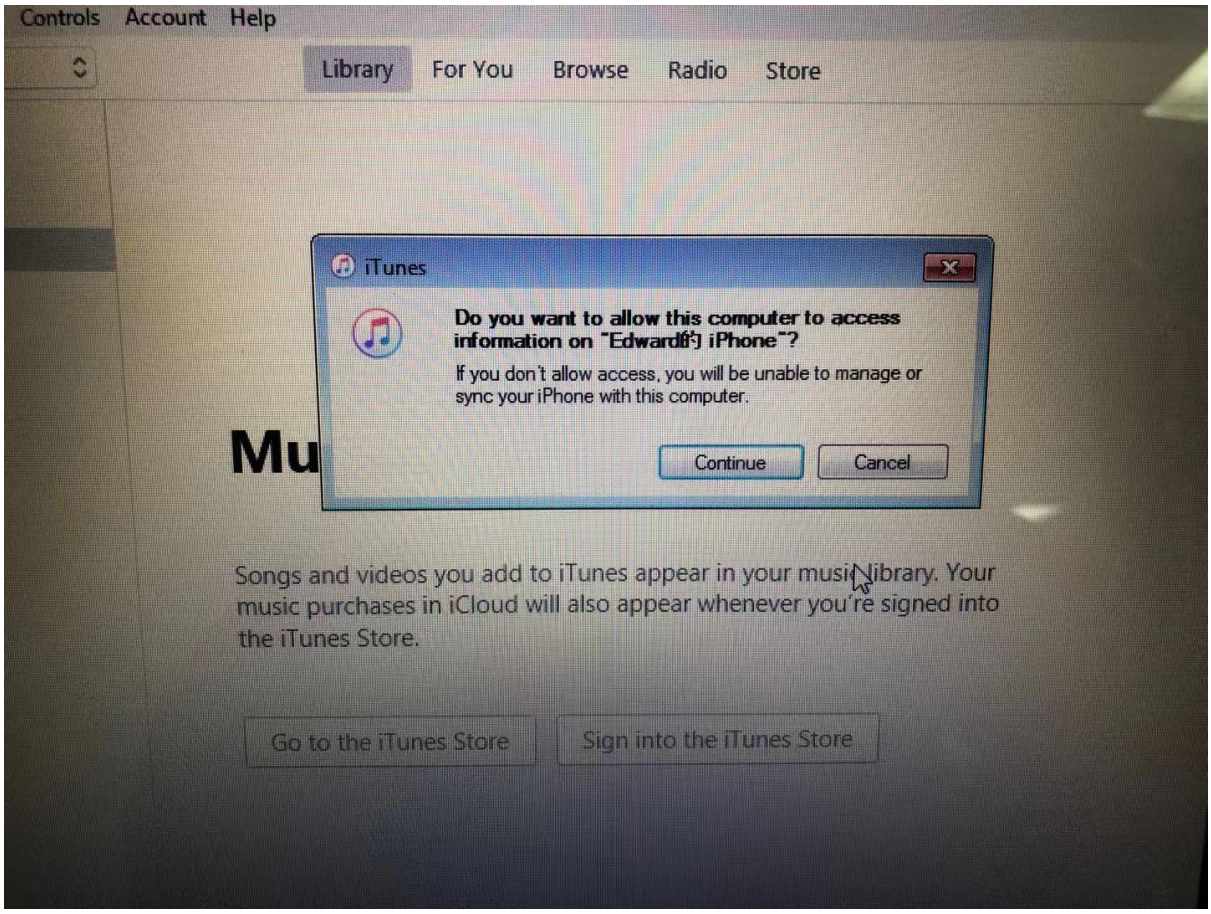
Disconnect the internet cable from the POS.



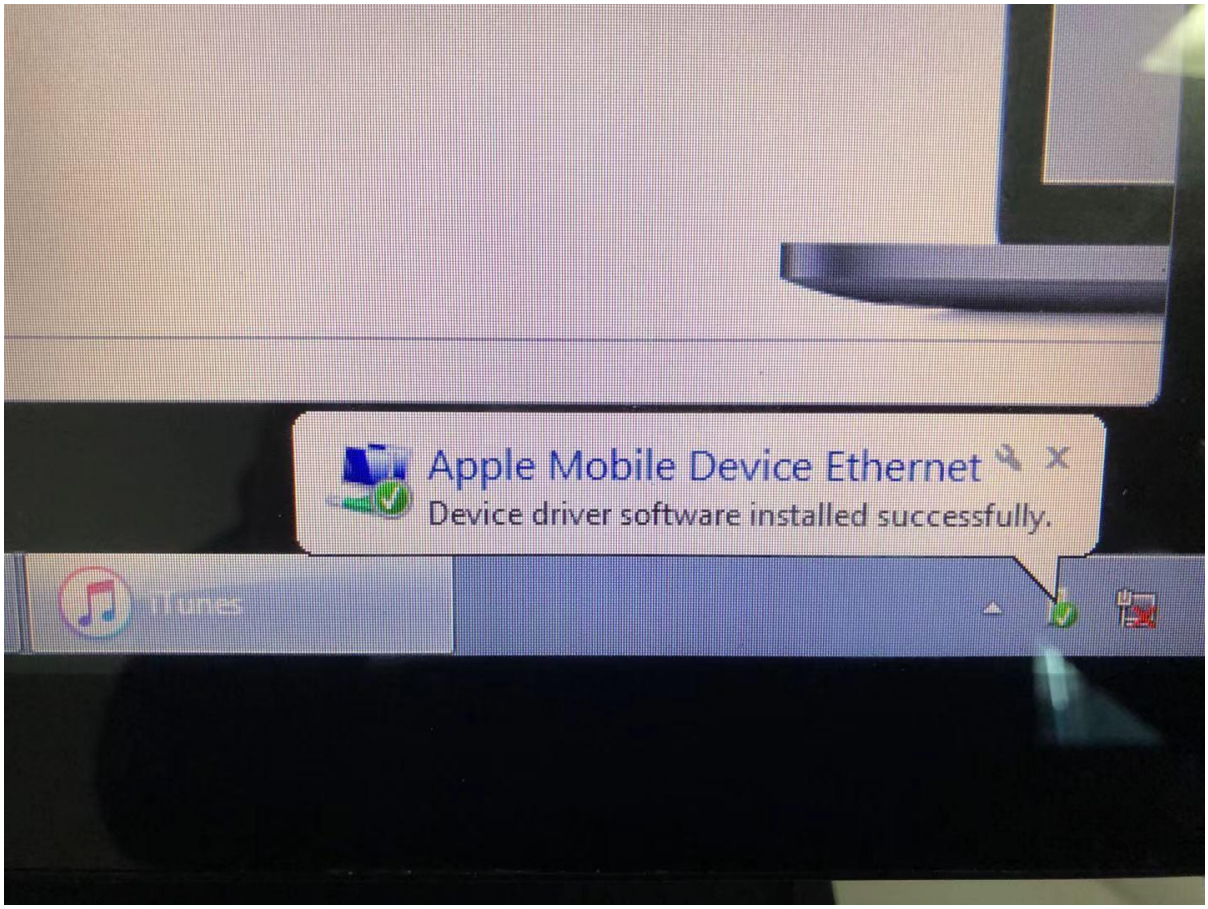
Select trust this computer



Click on continue.



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

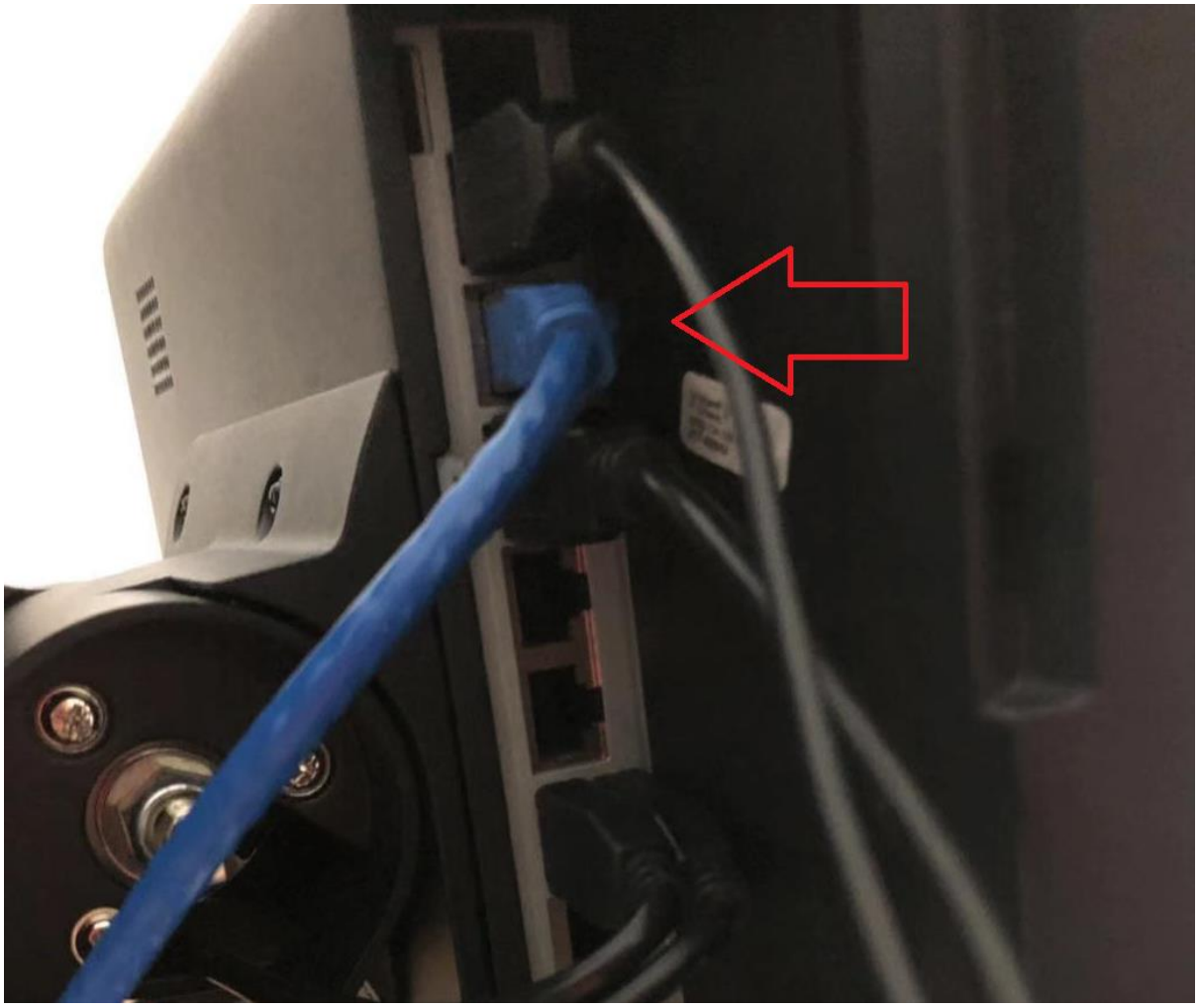

Apple Mobile Device Ethernet
Device driver software installed successfully.
iTunes

Mobile phone

Android

Connect your phone to the computer

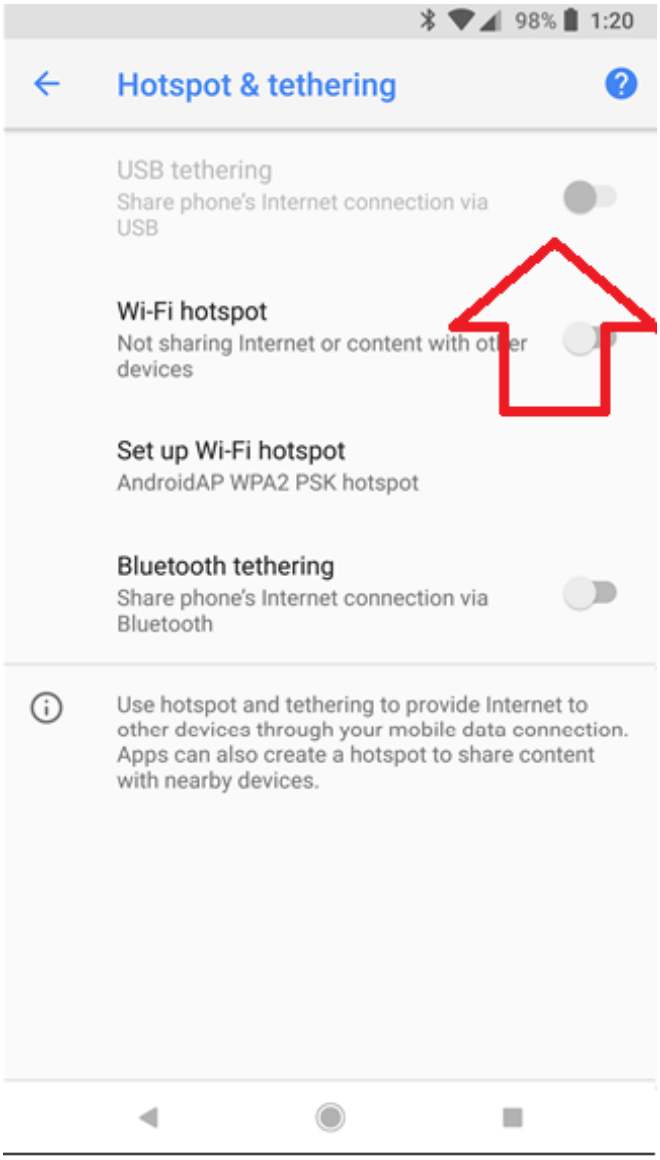
Disconnect the internet cable from the POS.



Open your device's Settings

Tap Network & internet › Hotspot & tethering.

Turn on USB tethering.


98% 1:20
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.