

Connectivity:

Continue from Router Flow Chart.

Run the "ping" command to test connectivity. For PC users open a DOS window and type ping 38.9.211.2 and hit enter.

Replies?

No

Ping your router's IP address (see the configuration print out for your Ethernet IP address) Ping 38.xxx.yyy.zzz and hit

Replies?

No

Ping the IP address of the machine you're using. You would have assigned it an address in the TCP/IP configuration.

Replies?

No

TCP/IP is not configured. For assistance please call Technical Support.

Yes

TCP/IP is configured. Try pinging the router after each of these suggestions:

- reset cable connections from your machine to the hub and from the hub to the router.
- replace these cables.

If you still cannot ping the router or you need assistance with any of the above please call our Technical Support Group.

Check the router configuration for the correct default gateway: 38.1.1.1 for U.S. dialup accounts or 154.11.1.1 for Canadian accounts. For Leased Line or wireless accounts it would be the address of our POP:

Verify that name resolution is working. At the DOS prompt type ping mit.edu and hit

Replies?

No

DNS is not enabled in the TCP/IP Configuration. For further assistance on this or any of the above please call our Technical Support.

Yes

Congratulations!

You are now connected to the Internet. At this point you may load your Internet browser and surf the web. For assistance in setting up your other Internet services, such as E-mail or Usenet News please contact our Technical Support Group and ask to setup an installation appointment.

Welcome to the Internet!

