

Chibardun Telephone Cooperative / CTC Telcom

P.O. Box 664, Cameron, WI 54822
Phone: 715-458-5400, Fax: 715-458-2112

Trouble Shooting Guide Internet

INTERNET – DIAL UP

You may find answers to your questions on the (Frequently Asked Questions) FAQs and Support pages of our web site at www.chibardun.net. The information on our support pages is derived from the most common questions and troubles our customers present to us. The answers and solutions are based on our experience of what works along with information that has been accumulated from various tech support centers. Chibardun Telephone and its subsidiaries are not responsible if these solutions result in decreased computer performance, damages, or other computer related problems. If you are not comfortable working through these solutions on your own, telephone support is available to CTC Net customers by calling 1-800-306-9498 from 7 a.m. to 11 p.m. Monday - Sunday (this is a call-back service) or by email at help@chibardun.net.

INTERNET – DSL

1. Is the power light on the DSL modem lit? Or, the on-line light on a Gateway unit?
2. Unplug the DSL modem or the Gateway unit from the power source and shut down the computer.
3. Plug the DSL modem or Gateway unit back into the power source (allow ten minutes for Gateway unit to reboot) and turn on the computer.
4. Try connecting again.

For technical support call 1-800-306-9498
Monday—Sunday, 7:00 a.m. to 11:00 p.m.

To report a trouble contact Chibardun at 1-800-924-3405.

CTC Net Reference Information

SMTP Server Address:	mail.chibardun.net
POP3 Server Address:	mail.chibardun.net
Account Name:	Your username (don't include the @chibardun.net)
Password:	Your Chibardun supplied password
News Server (NNTP):	news.chibardun.net
Primary DNS address:	64.33.128.10
Secondary DNS address:	209.143.0.10

Problem	Error Message	Possible Cause	Try This
Can't Connect	No dial tone	Modem not connected to phone jack	Make sure line cords are connected properly and connections are secure.
		Line is dead	Plug known working phone into wall jack and check for dial tone. Bypass any splitters or surge protectors. Try a different line cord.
		Modem problem	Contact computer manufacturer.
	Password error	User name or password is incorrect	Check user name on "connect to" screen. Make sure it is all lower case letters and does not include @chibardun.net. Retype password (make sure the keyboard caps lock is not on). Make sure you are using the CTC Net assigned password.
		Account disabled	Is bill current?
	Dial-up networking could not complete a connection to the server	Incorrect settings in dialer or modem compatibility.	Contact Technical Support at 1-800-306-9498
	The server you are dialing is not responding, may be busy, or the server may be down	Incorrect settings in dialer or modem compatibility.	
	The computer you are dialing is not answering	Incorrect settings in dialer	Use a regular telephone and dial the same number the computer is dialing. If you hear the screech of modem tones, call Technical Support at 1-800-306-9498. If you hear an operator intervention, listen to message and proceed accordingly.
		Incorrect telephone number in dialer	
	Cannot open internet site, connection to the server could not be established	Computer is not connected to Internet, incorrect settings in dialer, or wrong URL (web address)	Connect using the CTC Net icon. Try another web site. Contact Technical Support at 1-800-306-9498
Page cannot be displayed	Computer is not connected to Internet, incorrect settings in dialer, wrong URL (web address) or site is having difficulties		
Keep Getting Disconnected	Connection to the Internet has been lost.	Compatibility issue with 56k modem	Contact Technical Support at 1-800-306-9498
		Line interference	Make sure call waiting is disabled in dialer. Bypass surge protector or splitters. Try another line cord.
Can't Get Email	Mail server is not responding/ can't connect to airstreamcomm.net	Computer is not connected to Internet. Incorrect settings in email program	Connect using CTC Net icon. Contact Technical Support at 1-800-306-9498
			Check support site at www.chibardun.net/support.htm for appropriate settings.
Password won't save when connecting to the Internet or getting Email	N/A	Missing file in Network settings	Check support site at www.chibardun.net/support.htm or contact Technical Support at 1-800-306-9498.
		Clicking cancel on Windows logon screen.	
		Setting in email program not checked.	
How to connect to AOL through CTC Net	N/A	N/A	Check support site for instructions at www.chibardun.net/support.htm
Can get connected, but can't go anywhere	Can't find the server. Check network settings in computer	Dialer is missing DNS settings.	Contact Technical Support at 1-800-306-9498
		Conflicting components in network settings.	
		Modem compatibility.	
Why are connect speeds so slow?	N/A	Modem compatibility or line quality	Check the FAQs at: www.chibardun.net/support.htm
How do I set up my Chibardun email?	N/A	N/A	Check support site for instructions www.chibardun.net/support.htm