

What to do when your internet connection is not working properly. (Mac OS X)

In the event that you cannot browse to sites that you normally visit, attempt to browse to <http://www.ofm.com>.

If you cannot browse to the above link, please continue as directed below:

1) Check your Physical Connections

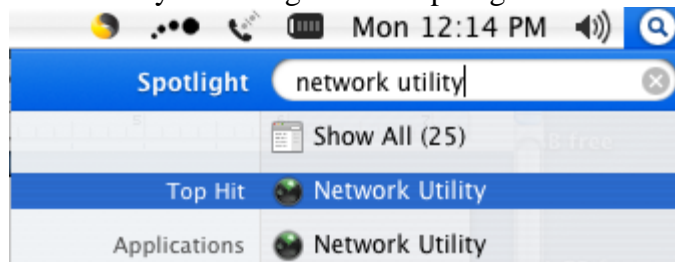
- Be sure that your computer is connected to the network port in the wall. This port looks like a large phone jack. The connecting cable is commonly referred to as a **network, Ethernet, or patch cable**, and needs to be connected securely (so that it “clicks”).
- Most NICs (Network Interface Cards) have “link lights” that announce that they have connectivity. Check for these lights next to the jack on your computer.
- If your computer is connected to a personal router instead of directly into the wall, inspect the connections there in like fashion. Make sure all devices have power.
 - o Make sure the computer is plugged into a LAN port
 - o Make sure the network jack in the wall is plugged into the WAN port
 - o Power cycling (turning the device off for 30 seconds) fixes many issues.
- Review the setup instructions “Mac OS X - Ethernet setup Guide”
If you have followed those steps, there are a few things you can do on your own that may help solve your problem.

2) Check your IP Settings

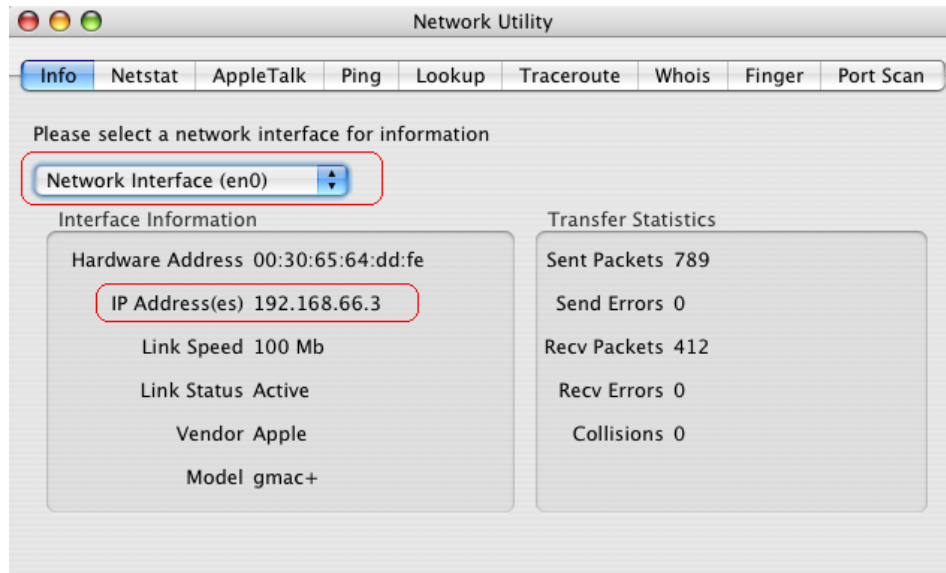
The Network Utility application is a useful tool for diagnosing these problems in OS X.



You can locate it by searching for it in Spotlight

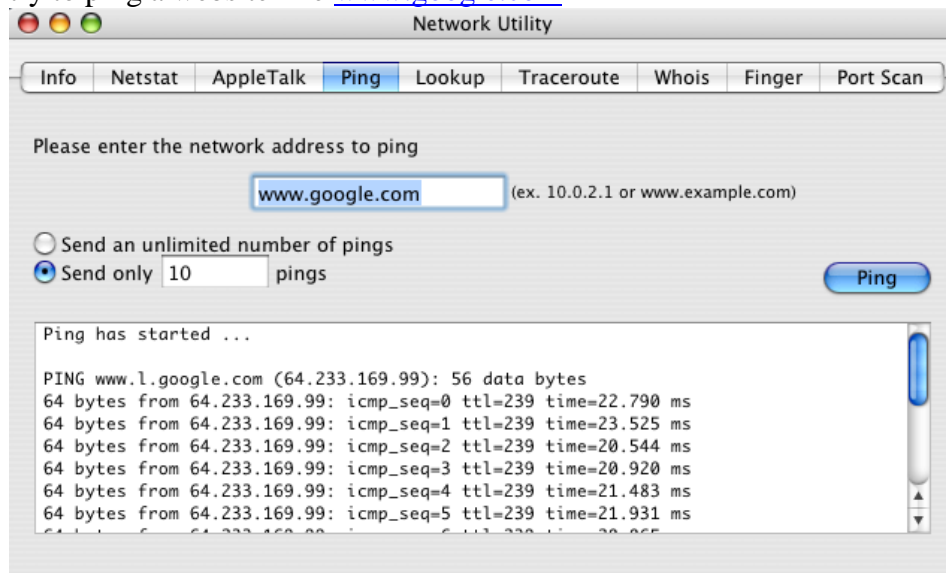


But its normal location is in the Utilities area (Go, Utilities)



If you see an address *beginning with 169*, you don't have a valid IP address.

If you have what appears to be a valid IP address, but still can't browse the web, try to ping a website like www.google.com



If you get good replies from a web host but still can't browse the internet...

3) Check to make sure you are *not* set to use a proxy.

On the Mac, Internet browser proxy settings point back to Network preferences.

- 1) Apple, System Preferences, Network
- 2) Select the Ethernet connection, and choose to Configure it
- 3) Click on the Proxies "tab" and make sure that Web Proxy is unchecked as below



To test your setup, open an Internet browser and type the following address into the address bar: <http://www.time.gov> and select the correct time zone.

If you are still having difficulty connecting to the internet, please refer to the following sources:

Contacting OFM Computer Systems, Inc. for support:

Phone: **434-422-9301** (this is a local call for Charlottesville Residents)

Email: woodard@charlottesvilleisp.com

Twitter: <http://twitter.com/ofmwoodard> (Network Status updated here)

Web: <http://charlottesvilleisp.com/woodard> (Self Help Documents)

Live response is available Monday through Friday from 9AM until 5PM. If you are contacting them outside those hours you will reach a dedicated voice-mail system. On-site support will be provided if remote support service is not feasible.

If you call during standard business hours and leave a message, you should receive a telephone response within 4 business hours or less. The standard business hours are Monday through Friday, 9 a.m. to 5 p.m. (except for Holidays observed by OFM). Calls received after 5PM will be returned by 11AM the next business day. Calls received on the weekend will be returned by 11AM the following business day.

Please keep in mind that you may have problems which are unrelated to the Internet Service provided by Woodard Properties. OFM is only authorized to support your directly wired internet connection to the prescribed wall jack. Problems with your computer hardware, operating system, virus infections/spyware or wireless connection, etc. are not covered under our agreement with OFM.