

WINDOWS SYSTEM

**CANNOT CONNECT THE INTERNET OR OPEN THE
WEBSITE**

1

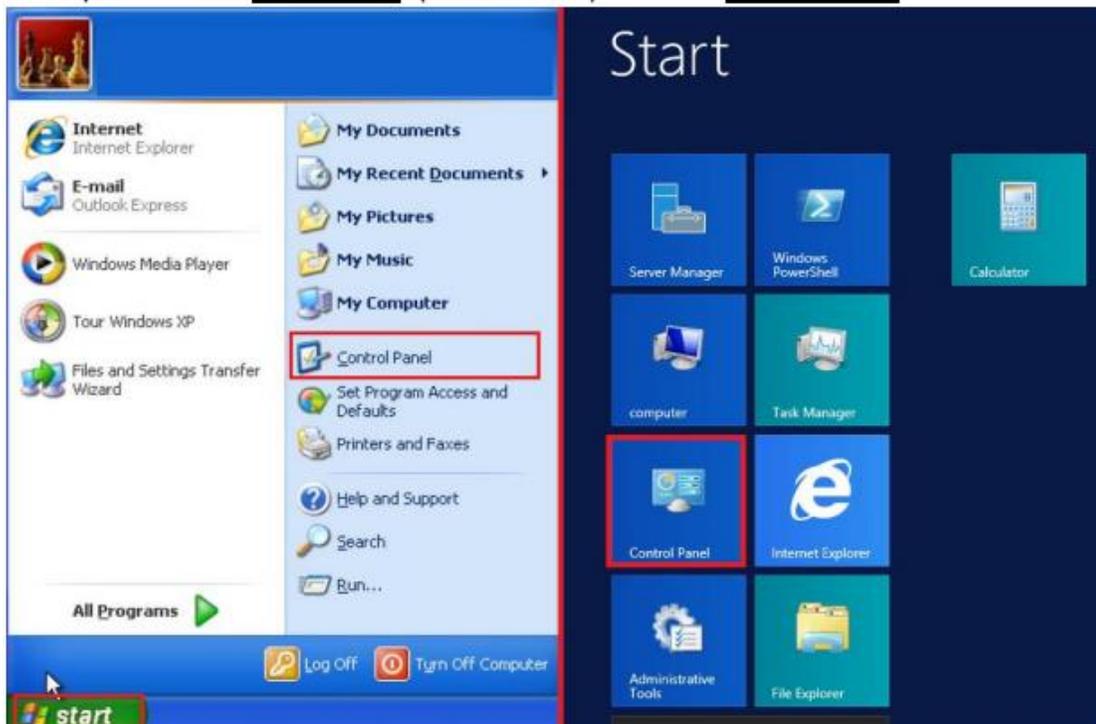
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1. Check Proxy

Windows System:

1. Tap or click the Start button. (Window icon)
Click the Control Panel.



MAC OS:

1. First, open the browser Safari in the Dock.



1. Check Proxy

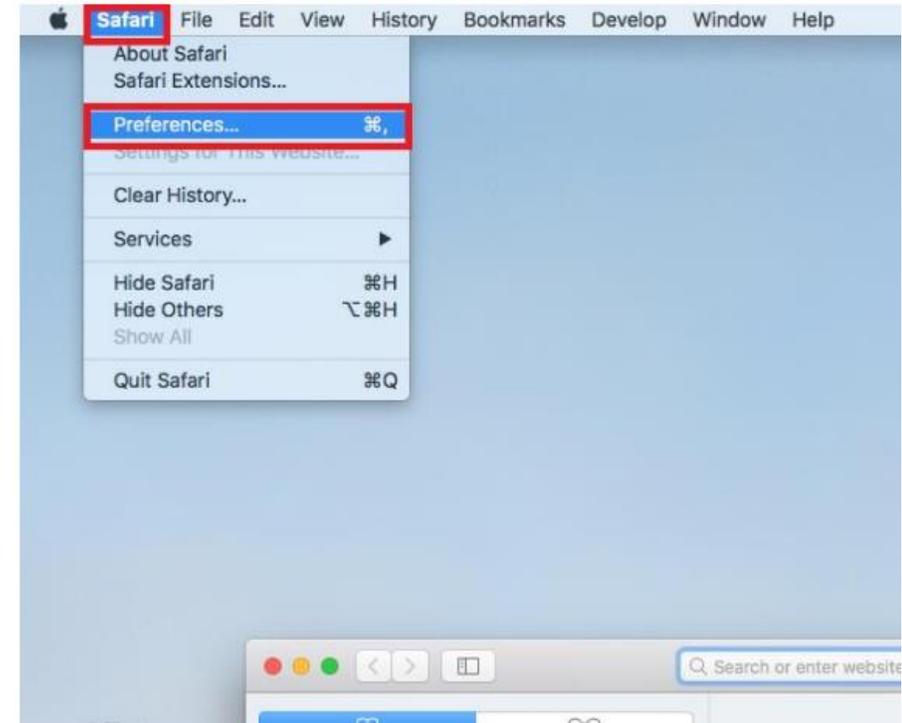
Windows System:

2. Select and click “Network and Internet”



MAC OS:

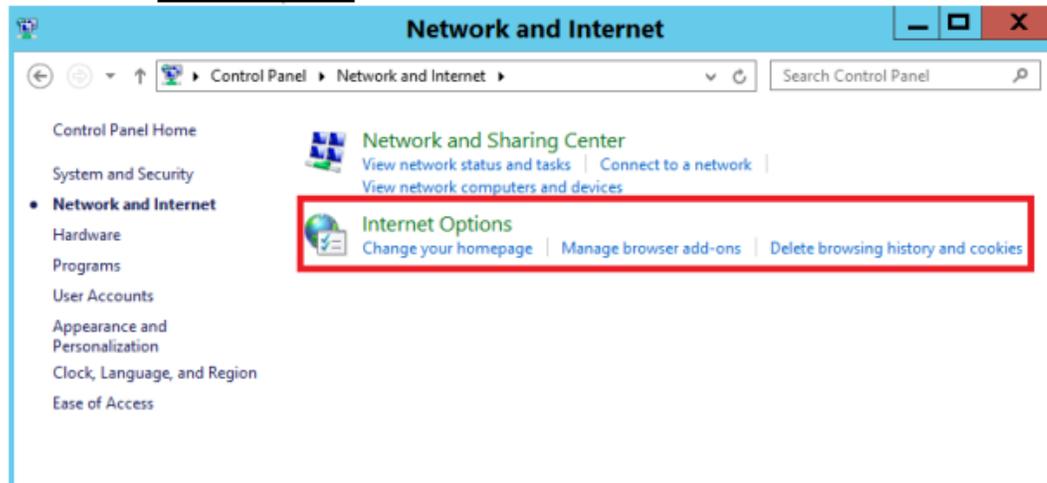
2. Click the Safari tab at top left corner and select “Preferences...”.



1. Check Proxy

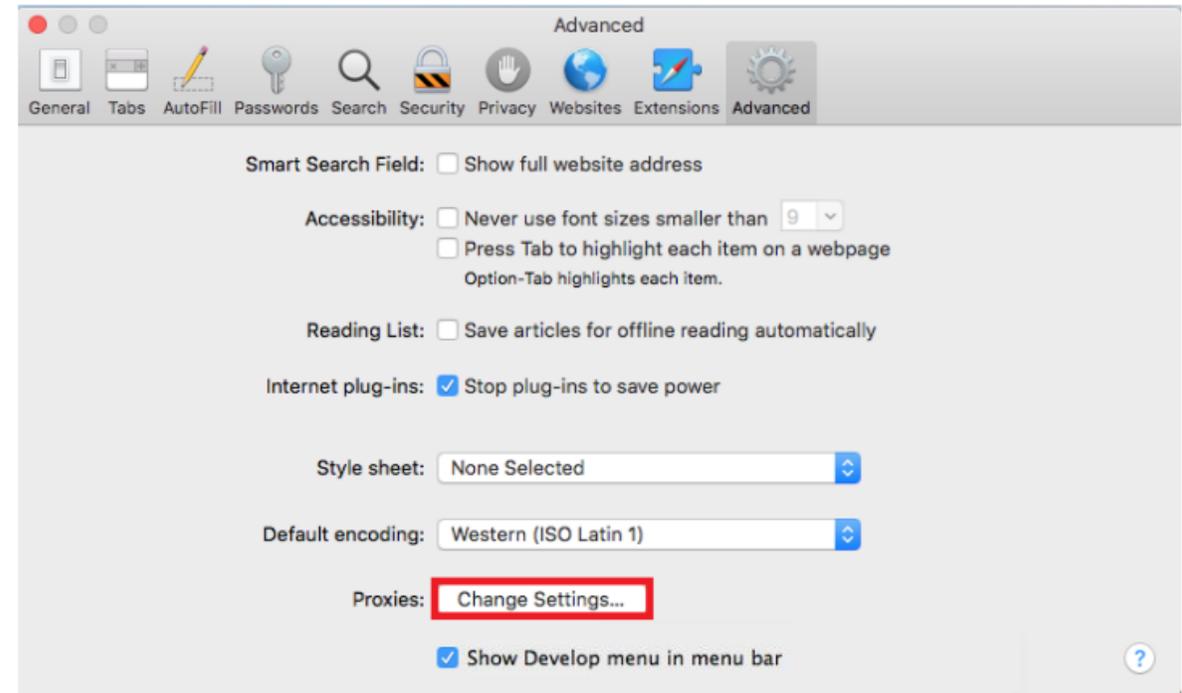
Windows System :

3. Choose “Internet Options”.



MAC OS:

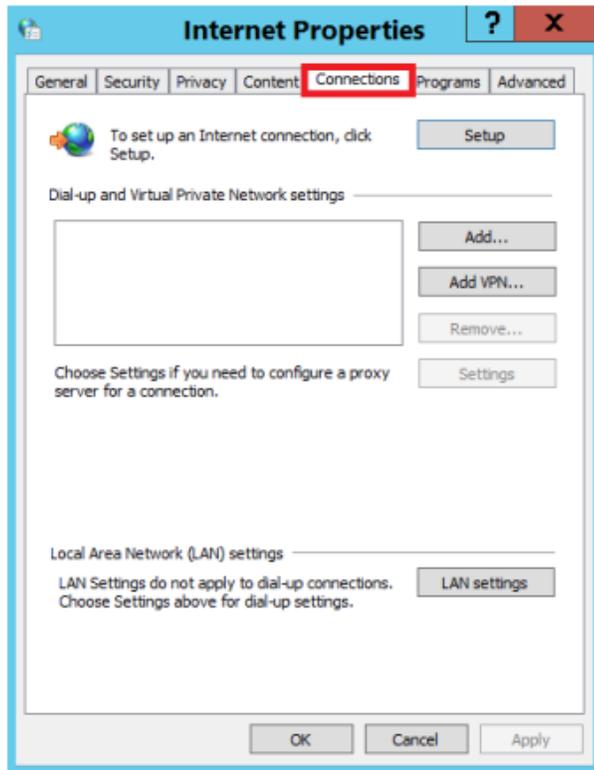
3. Go to Advanced menu. Click “Change Settings...” under the column “Proxies”.



1. Check Proxy

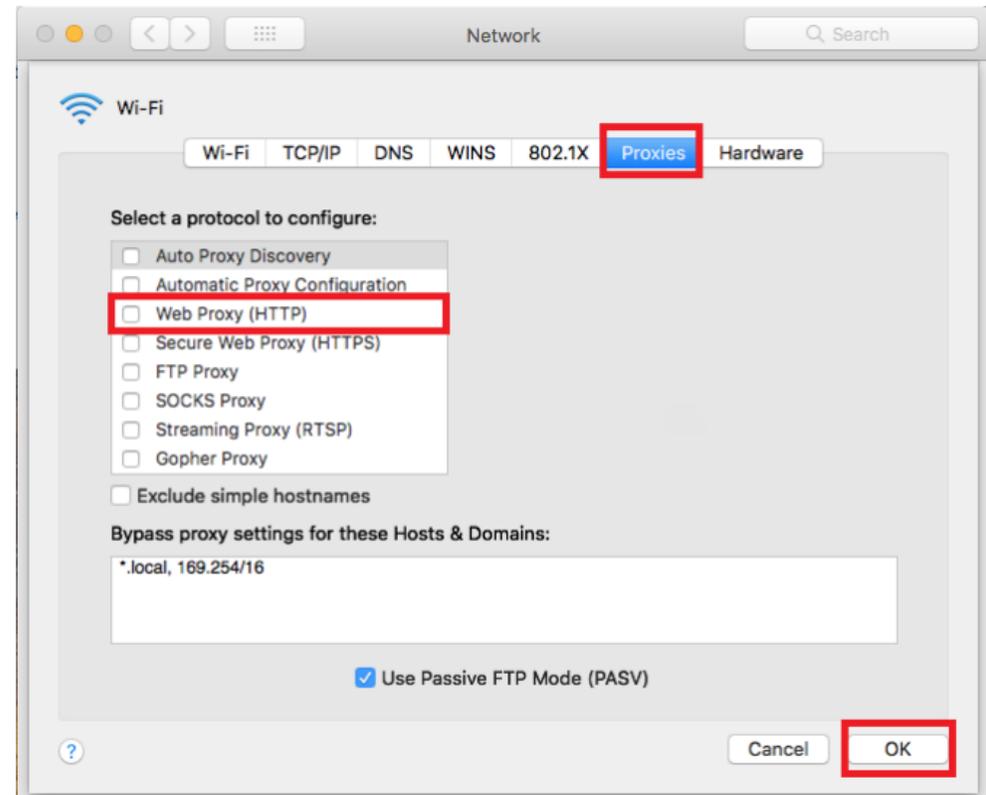
Windows System :

4. Then, click “Connections” tab.



MAC OS:

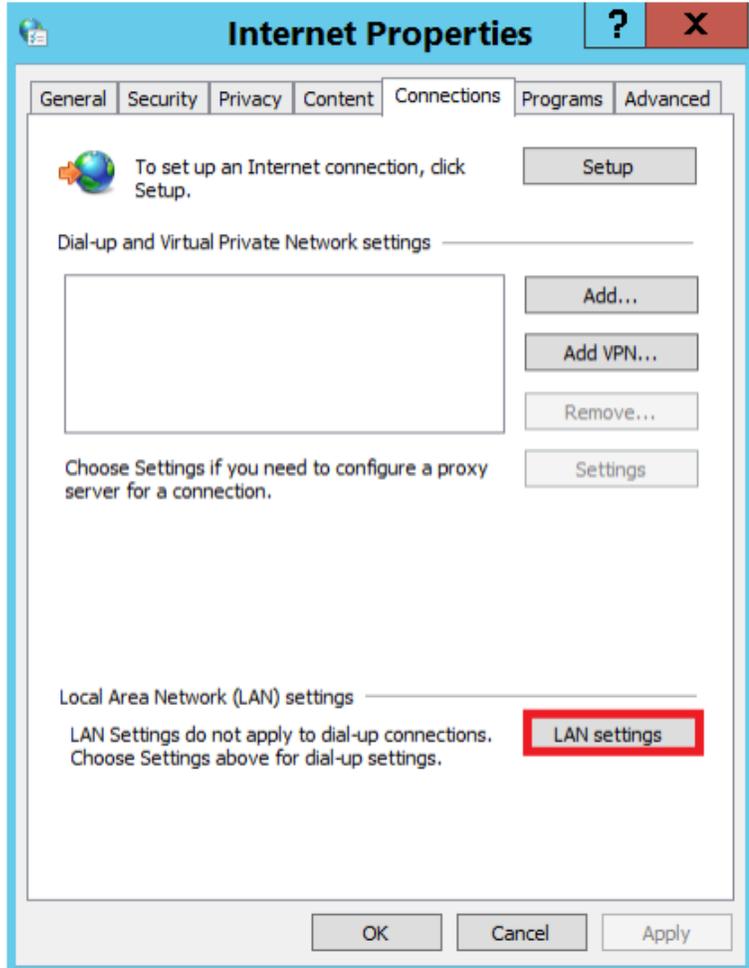
4. Please check the Web Proxy Server (HTTP) is not selected. Then, click “OK”.



1. Check Proxy

Windows System:

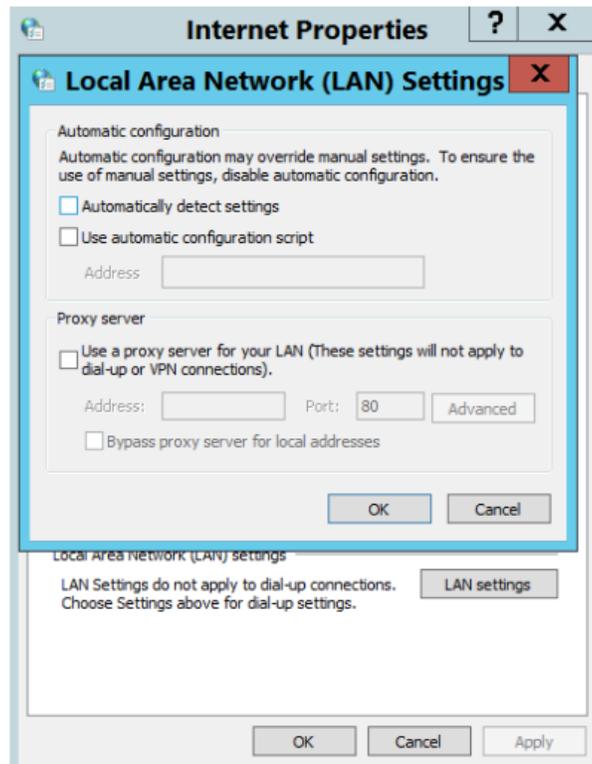
5. In order to check proxy, press “LAN settings”.



1. Check Proxy

Window System:

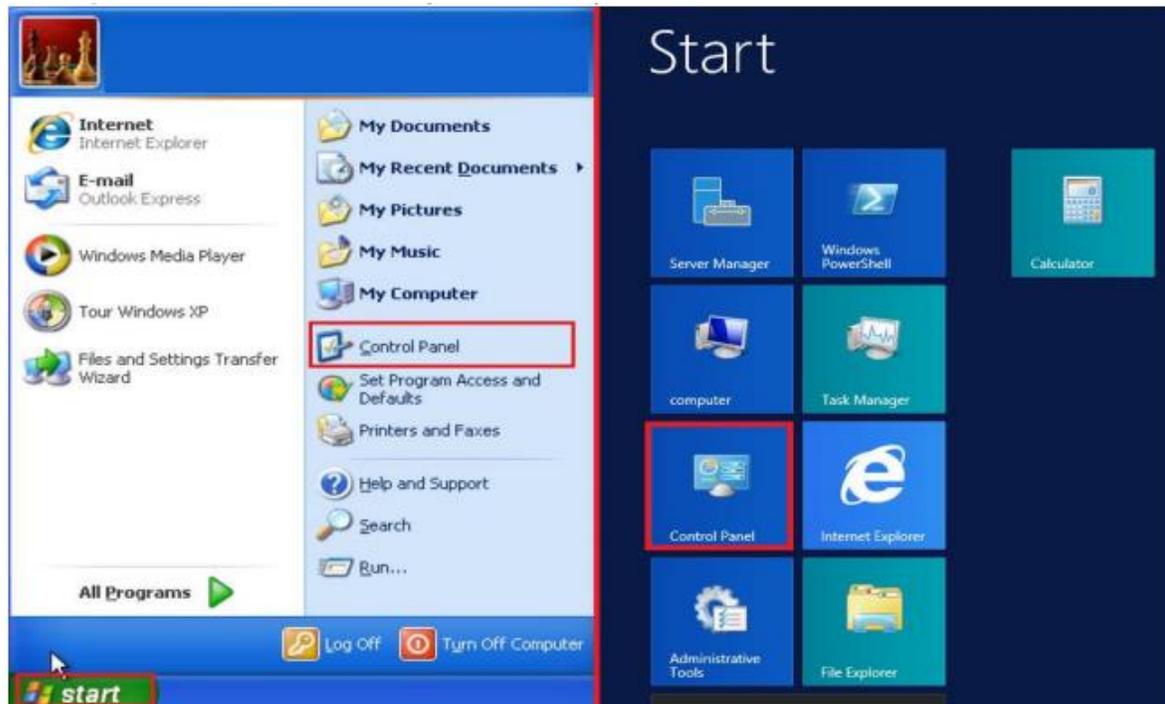
6. Uncheck boxes in “Automatic configuration” and “Proxy server”. Click “OK”.



2. Check IP address

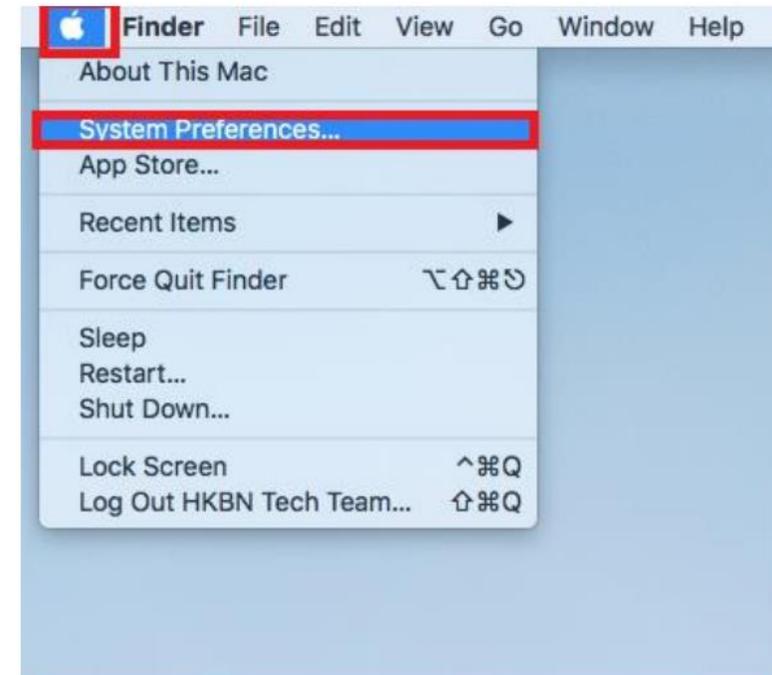
Windows System :

1. Tap or click the Start button. (Window icon) Click the Control Panel.



MAC OS:

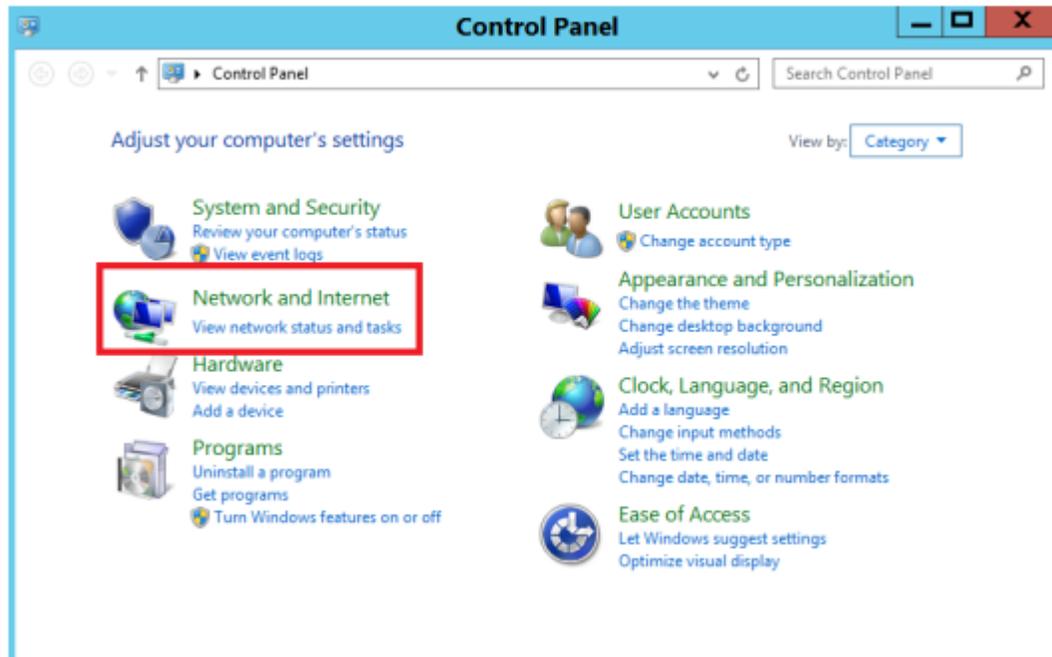
1. To check your IP address, please click the Apple icon menu on the top left corner, then select “System Preferences...”.



2. Check IP address

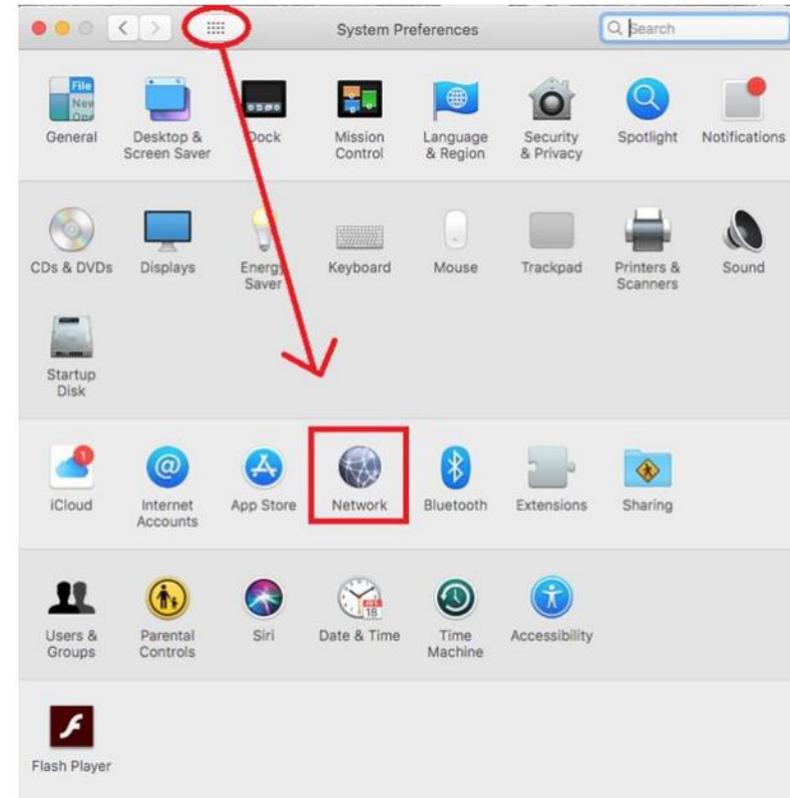
Windows System :

2. Select and click “Network and Internet”.



MAC OS:

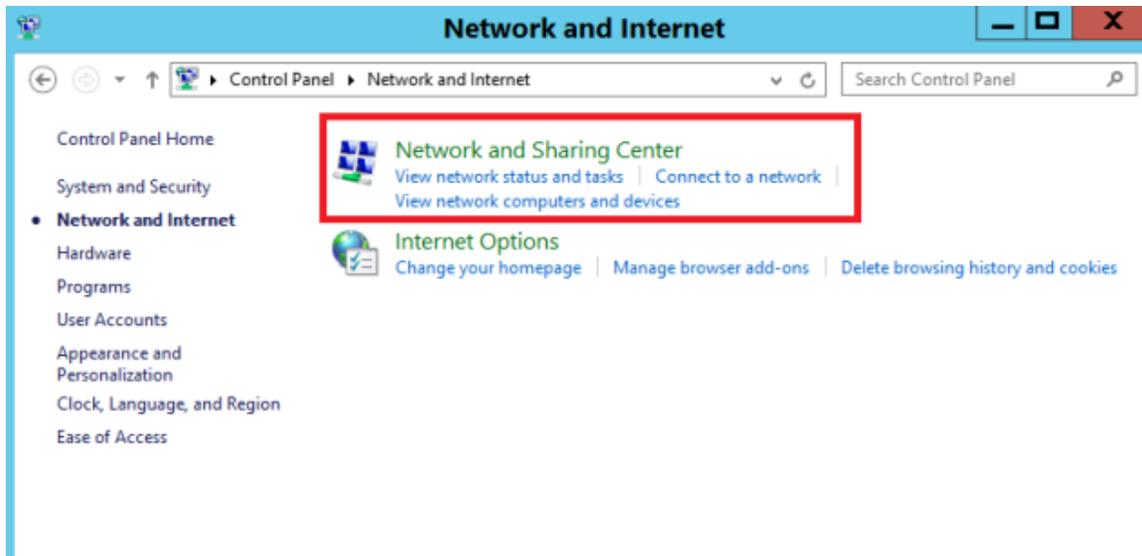
2. Click “Network”.



2. Check IP address

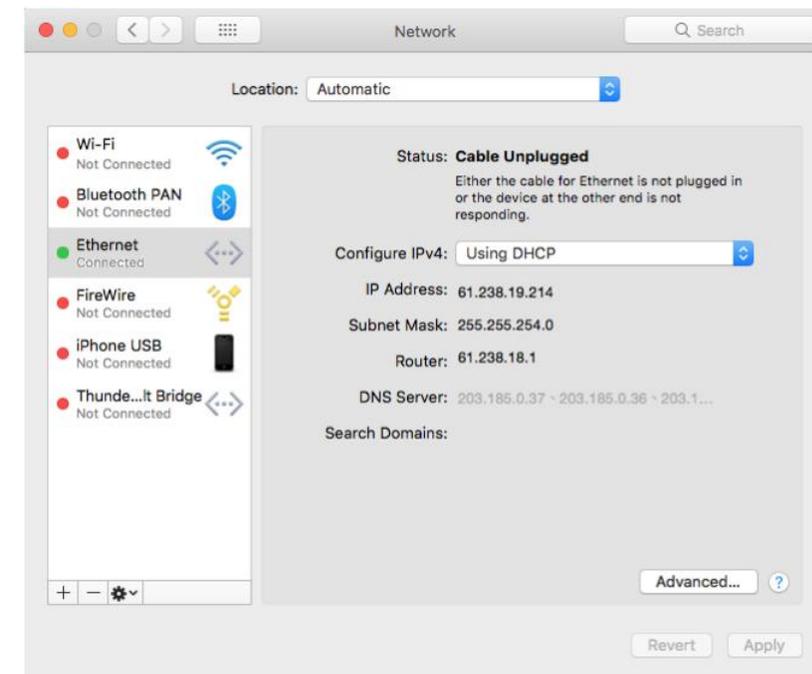
Windows System :

3. Choose “Network and Sharing Center”.



MAC OS:

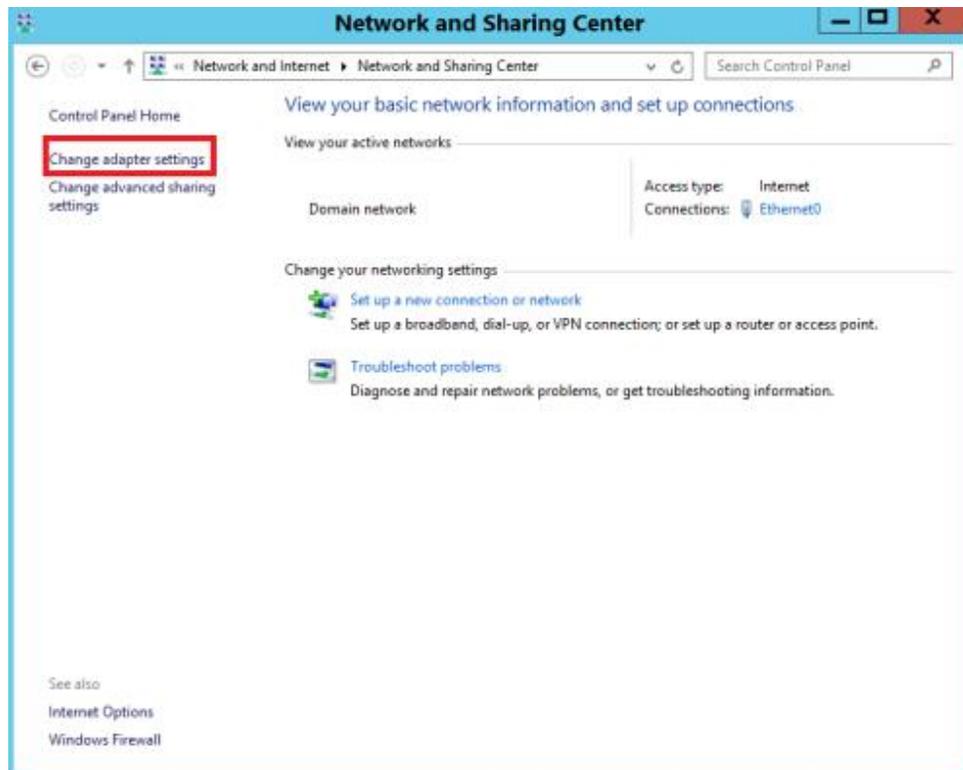
3. Select the network you have connected from the left column. The IP address will be displayed on the right.



2. Check IP address

Windows System :

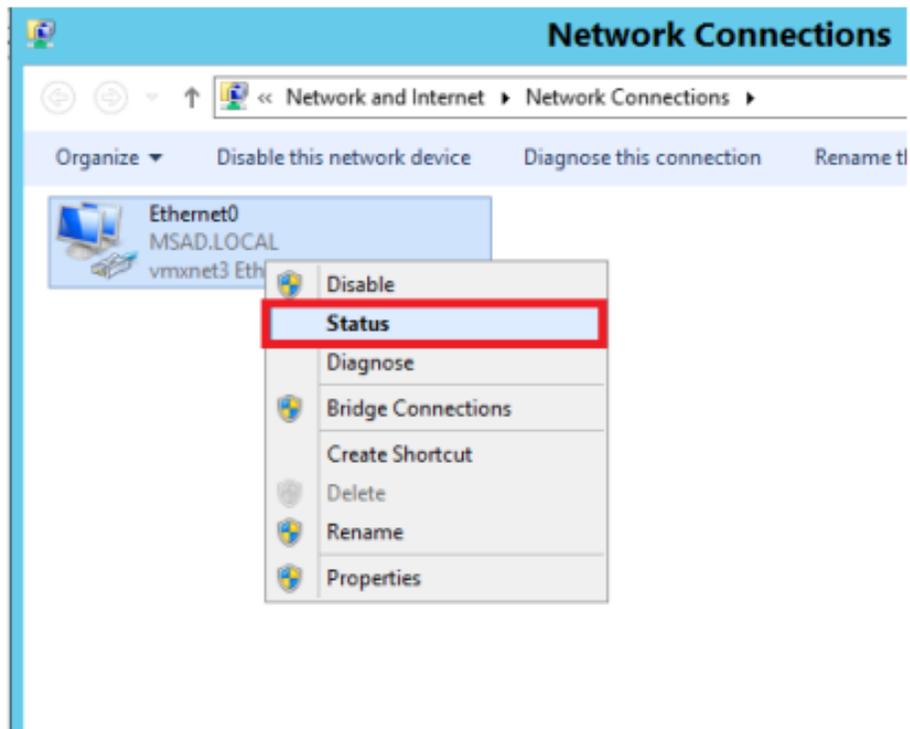
4. Press “Change adaptor settings” from the left column.



2. Check IP address

Windows System :

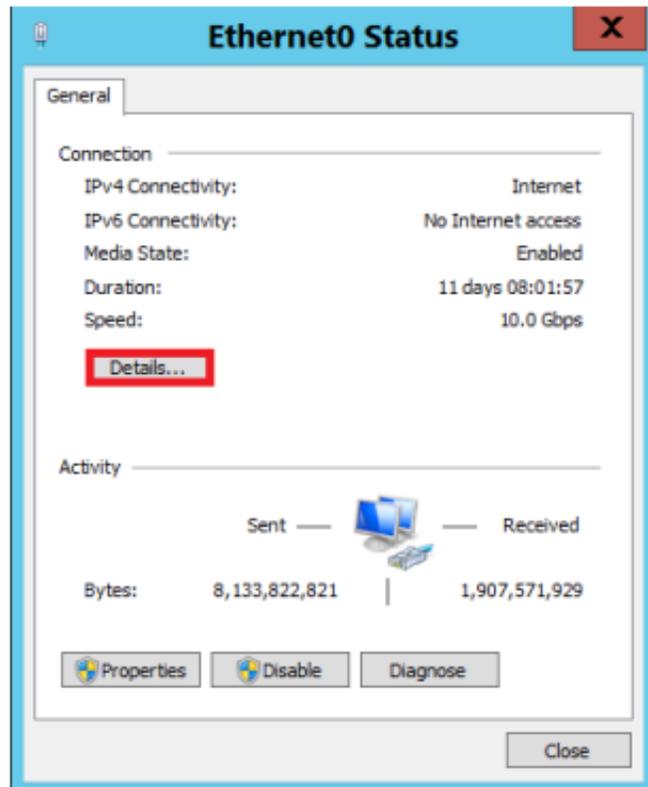
5. Double click or right click the icon (LAN) to see the status and connection currently used.



2. Check IP address

Windows System :

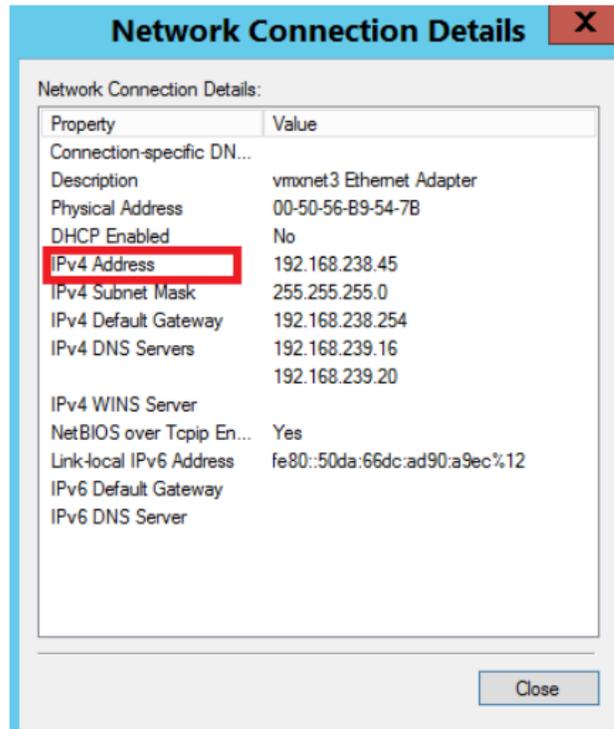
6. Press “Details...”.



2. Check IP address

Windows System :

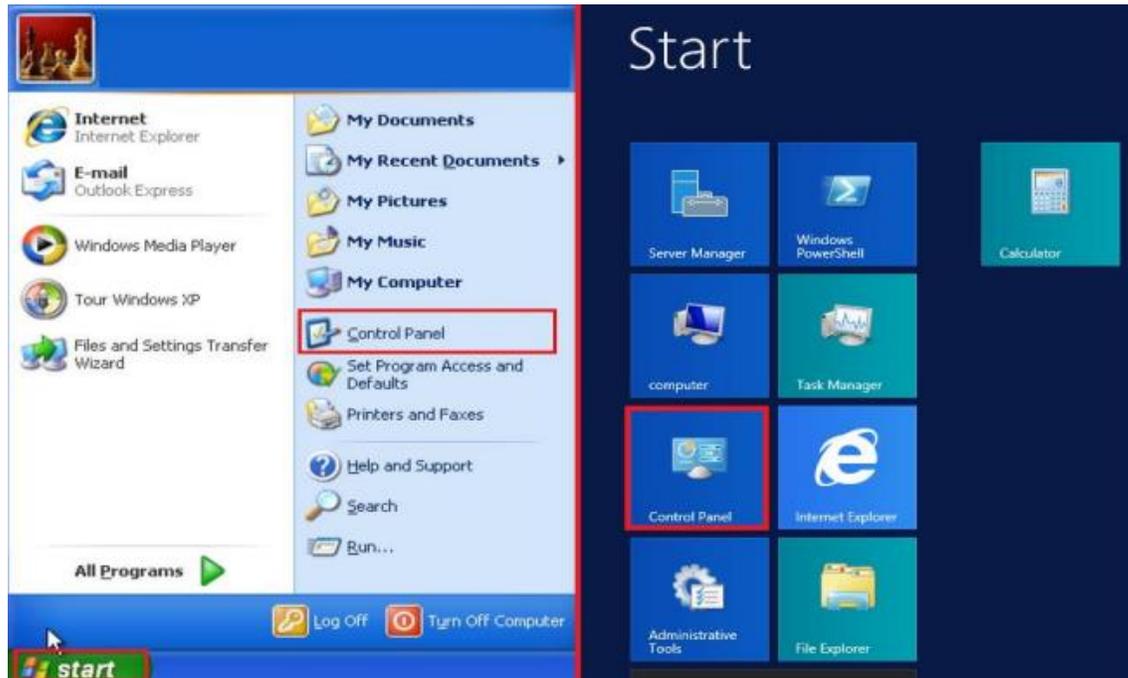
7. The “Network Connection Details” will display the information of the IP address. (IPv4 address)



3. Renew IP address

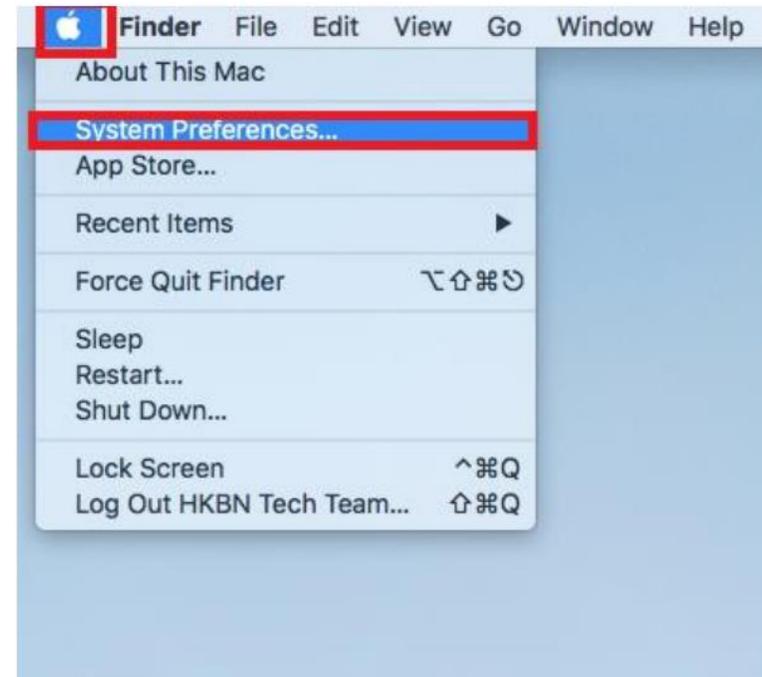
Windows System :

1. Tap or click the Start button. (Window icon) Click the Control Panel.



MAC OS:

1. To renew your IP address, please click the Apple icon menu on the top left corner, then select “System Preferences...”



3. Renew IP address

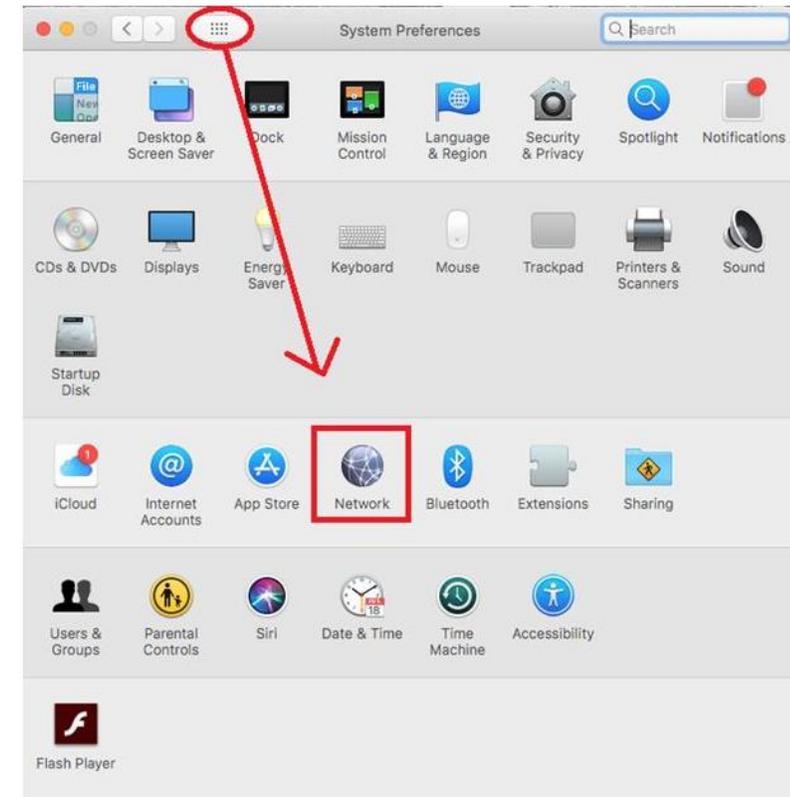
Windows System :

2. Select and click “Network and Internet”.



MAC OS:

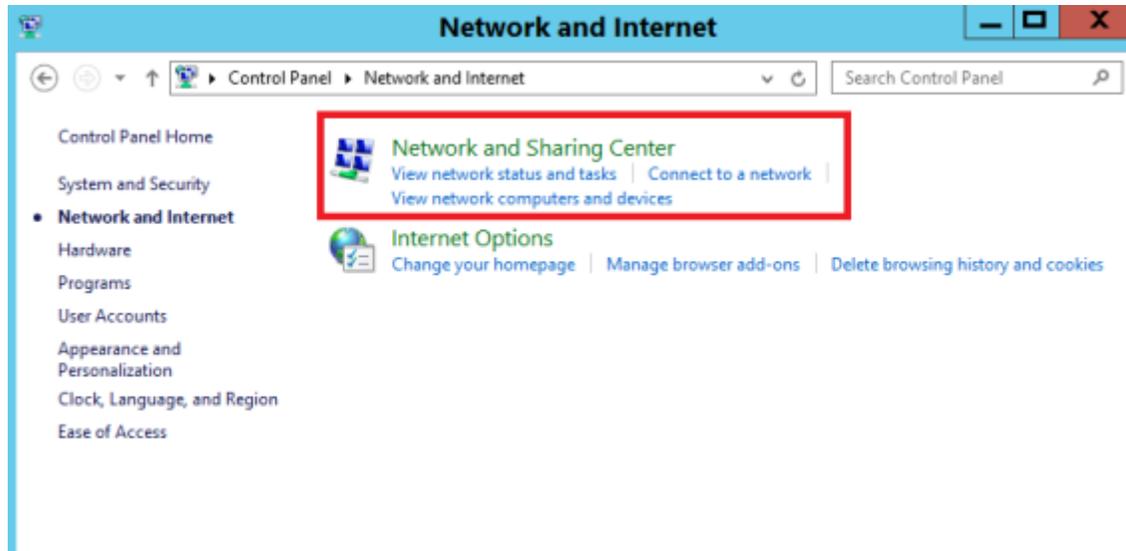
2. Click “Network”.



3. Renew IP address

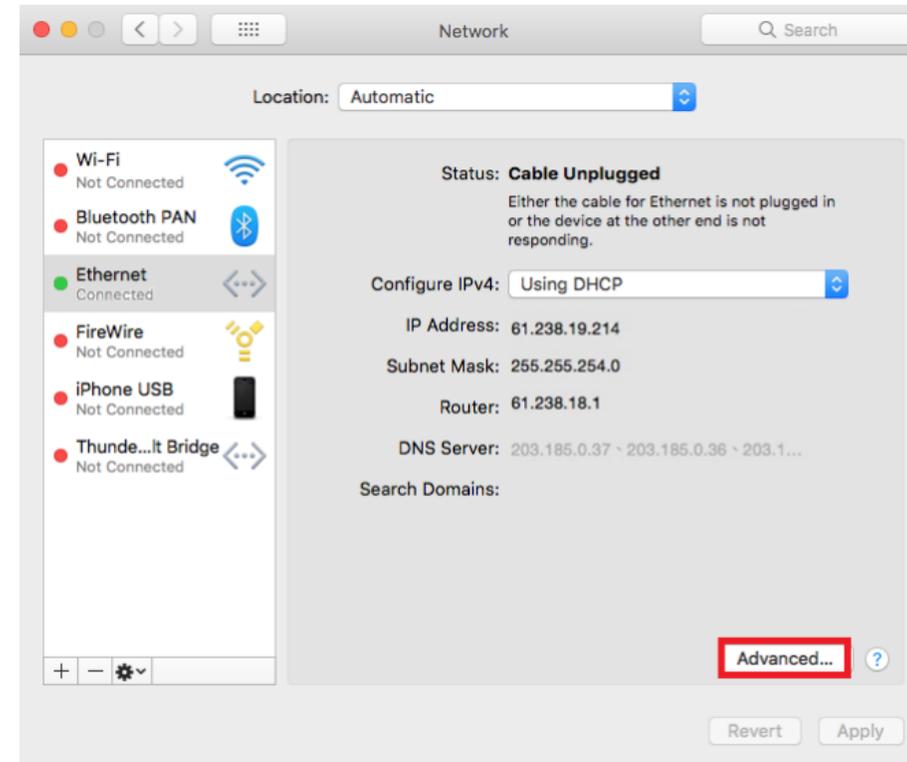
Windows System :

3. Choose “Network and sharing center”.



MAC OS:

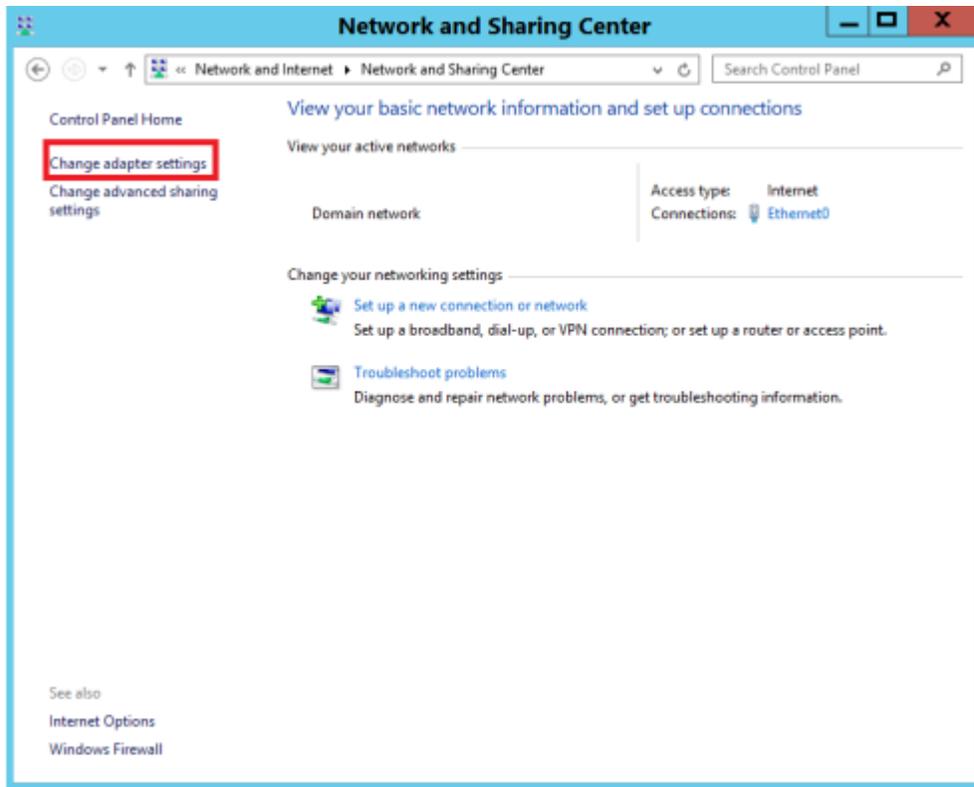
3. Then, select the network you have connected from the left column. Press “Advanced...”



3. Renew IP address

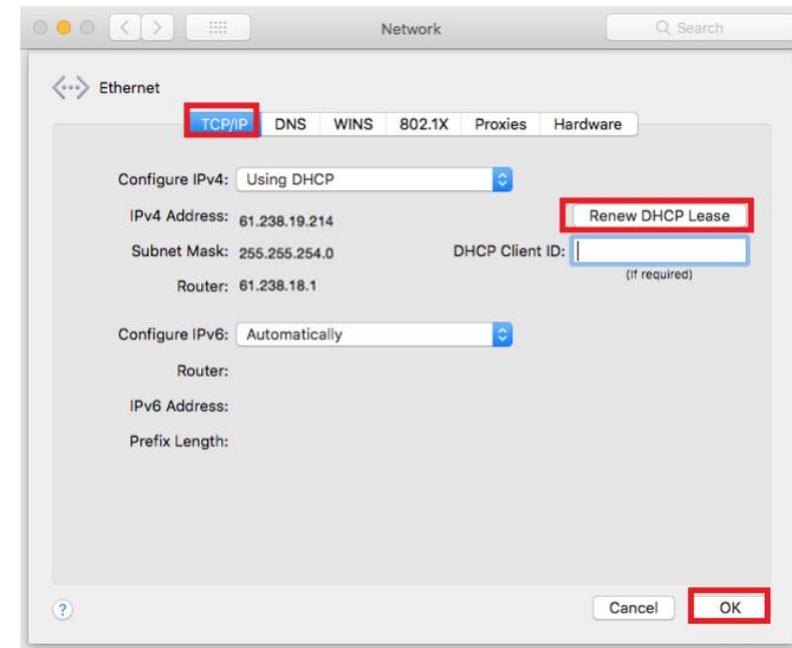
Windows System :

4. Press “Change adapter settings” from the left column.



MAC OS:

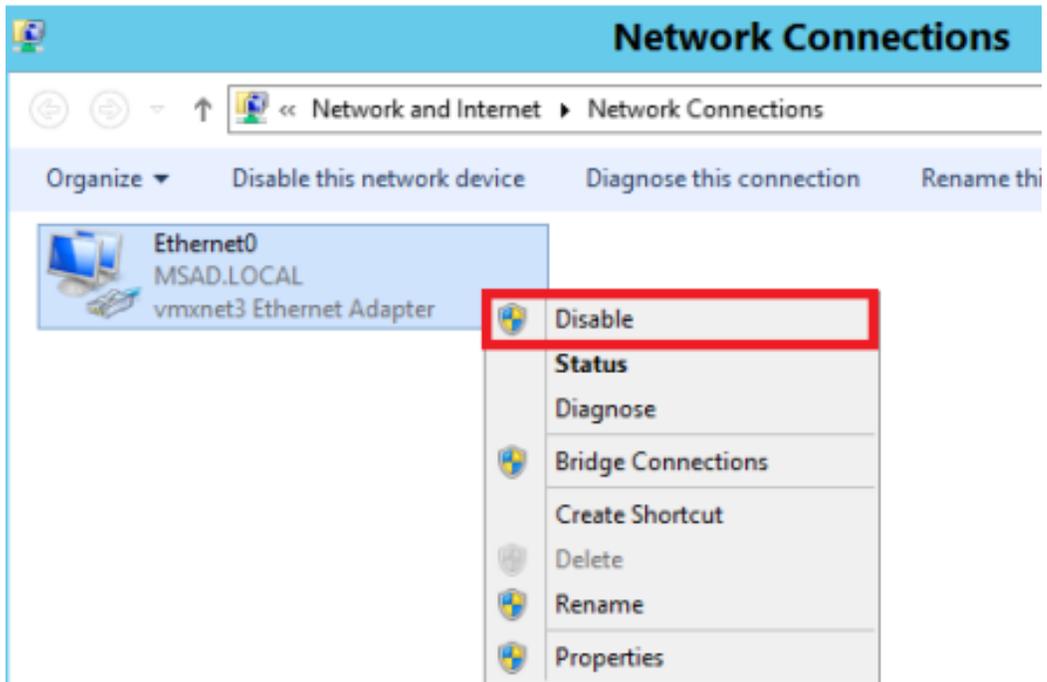
4. In the TCP/IP tab menu, click renew DHCP Lease to renew the IP Address. The IP Address will disappear, please wait for a moment until it displays again. Then click “OK”.



3. Renew IP address

Windows System :

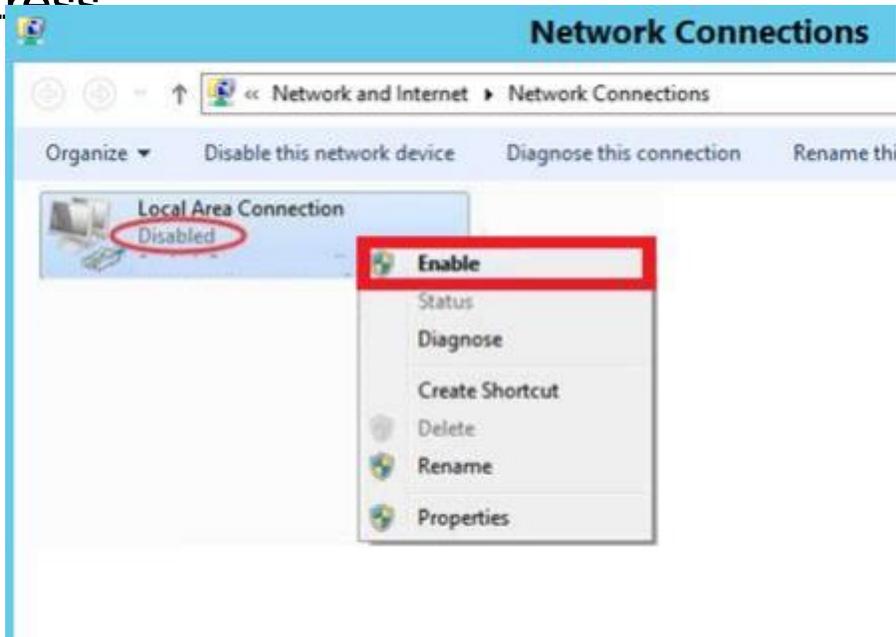
5. Right-click the icon (LAN) and select “Disable”.



3. Renew IP address

Windows System :

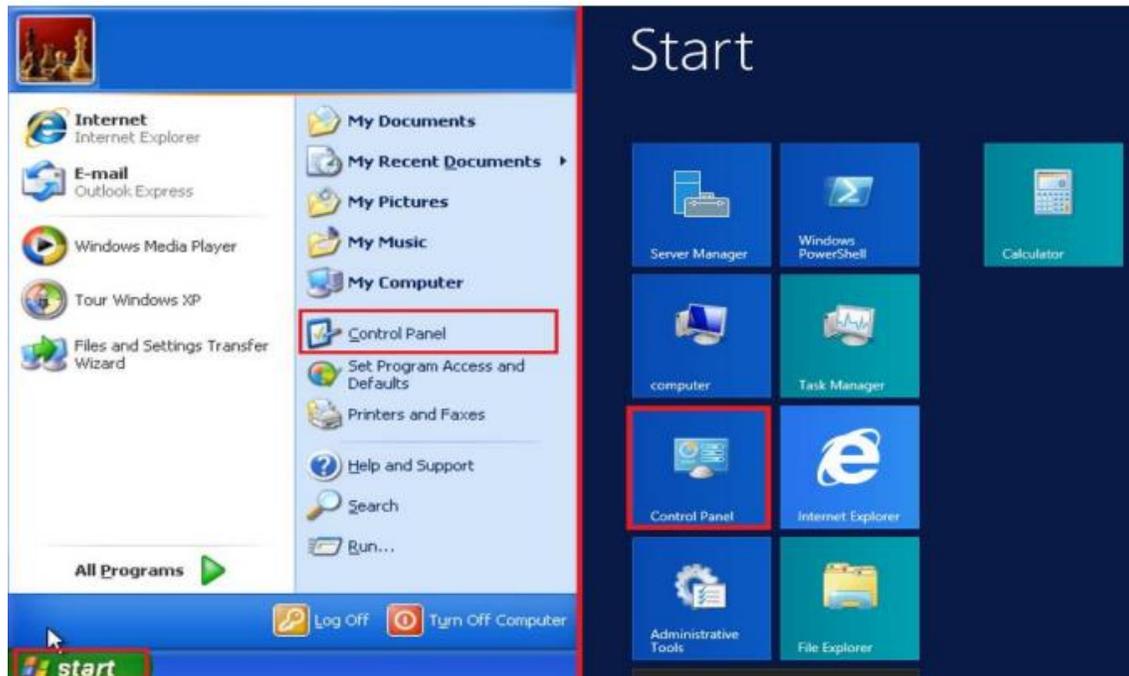
6. When the status of the connection changed to “Disabled”, right-click the icon (LAN) and select “Enable”. (Administration authentication required) It will renew the IP address



4. Check Network Card Driver

Windows System :

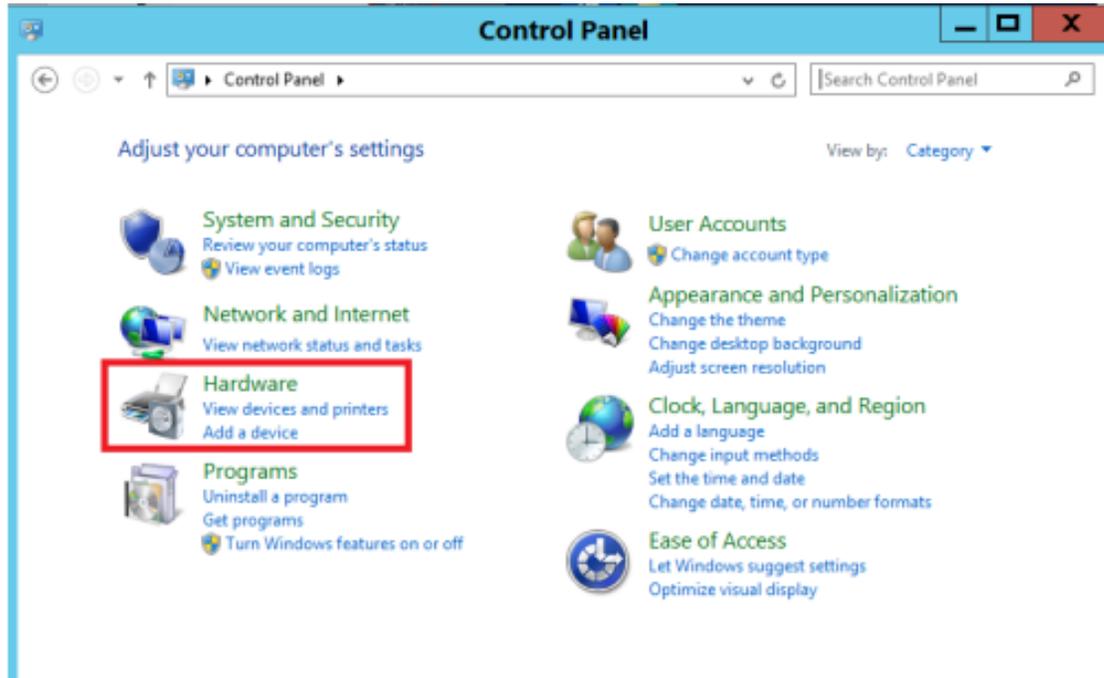
1. Tap or click the Start button. (Window icon)
Click the Control Panel.



4. Check Network Card Driver

Windows System :

2. Click “Hardware”.



4. Check Network Card Driver

Windows System :

3. Click “Device Manager” in “Devices and Printers”.

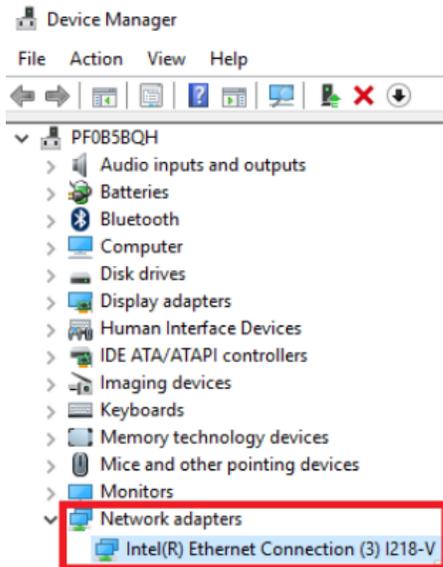


4. Check Network Card Driver

Windows System :

4. In the menu of “Device Manager”, select “Network adapters”. It will show the existing network card model.

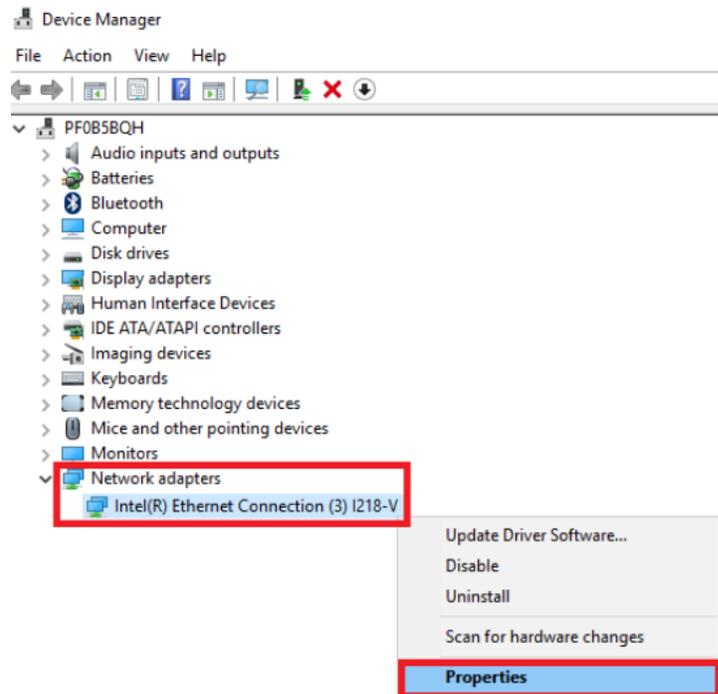
If the network card has the signal of “!” / “?” / “X” or “unknown device”, it means that the network card driver has detected error and not installed properly. You are suggested to follow the steps to re-install or update the network card driver.



4. Check Network Card Driver

Windows System :

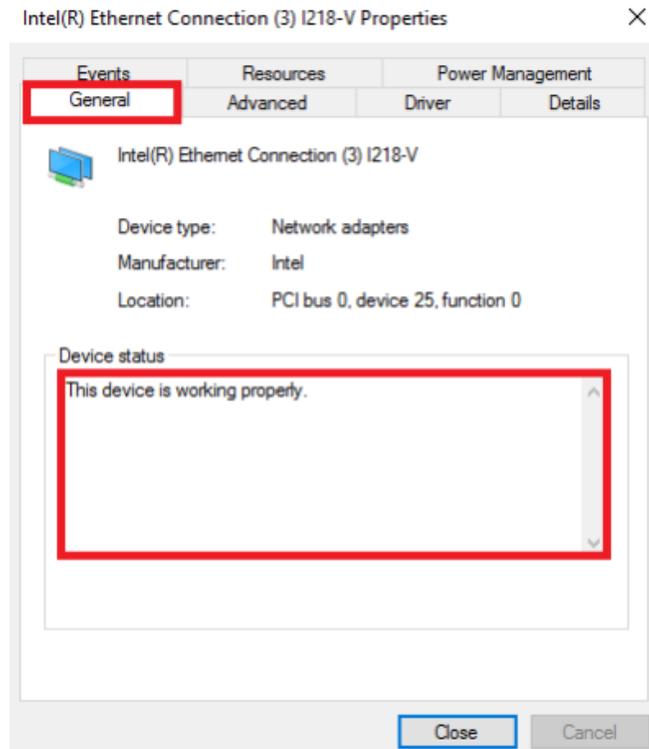
5. In the column of “Network Adapter”, please right-click the selected “Properties” under the Network Card model.



4. Check Network Card Driver

Windows System :

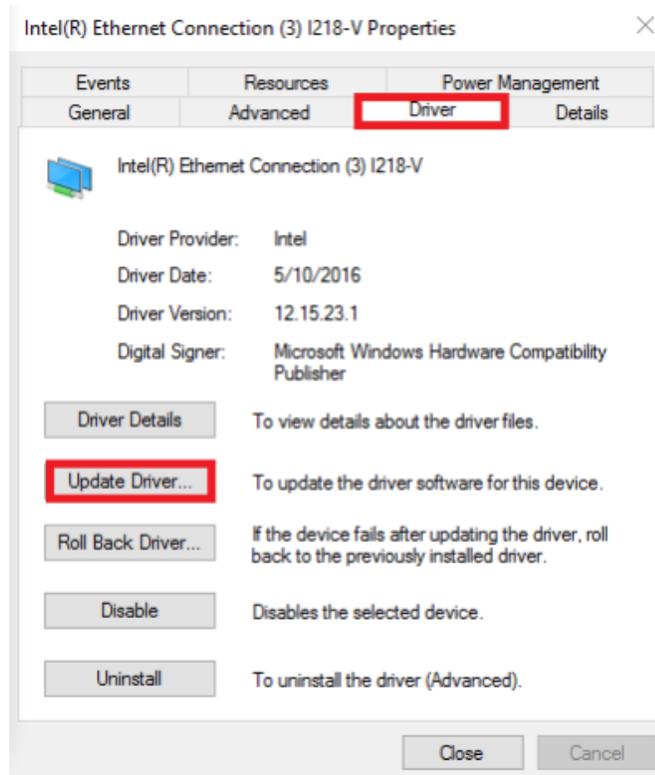
6. In the “General” tab, check whether the device is working properly under “Device status”.



4. Check Network Card Driver

Windows System :

7. Then, select “Driver” tab and click “Update Driver...”.



4. Check Network Card Driver

Windows System :

8. Click “Search automatically for updated driver software” to update the network card driver.

← Update Driver Software - Intel(R) Ethernet Connection (3) I218-V

How do you want to search for driver software?

→ Search automatically for updated driver software
Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.

→ Browse my computer for driver software
Locate and install driver software manually.

4. Check Network Card Driver

Windows System :

9. Windows will check for and update the driver to the latest version. Click “Close” when it is done.

← Update Driver Software - Intel(R) Ethernet Connection (3) I218-V

Windows has successfully updated your driver software

Windows has finished installing the driver software for this device:



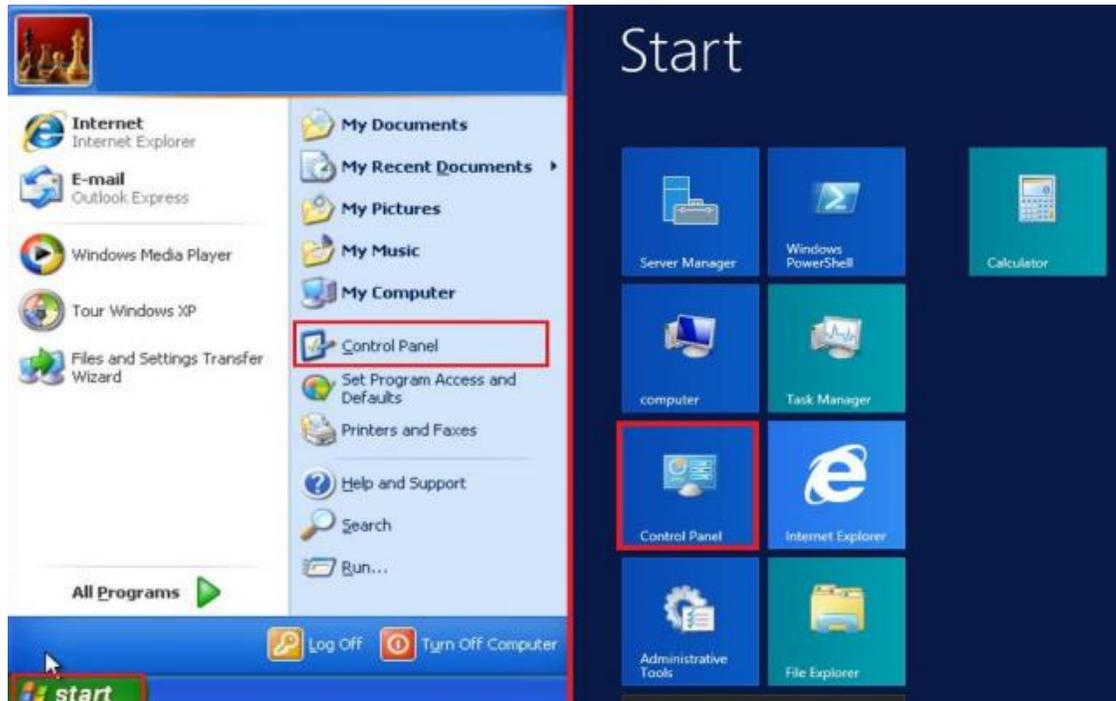
Intel(R) Ethernet Connection (3) I218-V

Close

5. Setting DNS

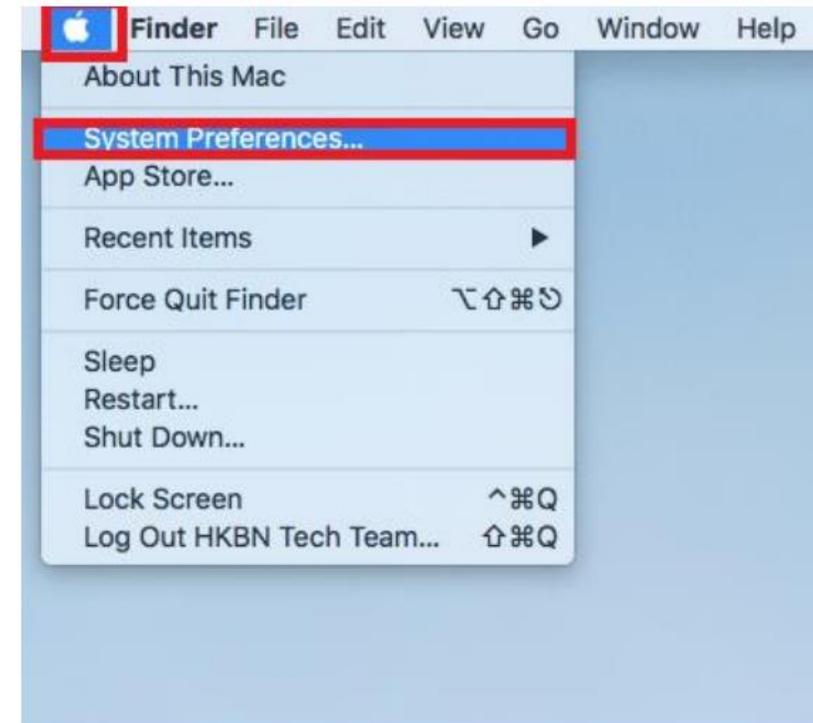
Windows System :

1. Tap or click the Start button. (Window icon)
Click the Control Panel.



MAC OS:

1. Click the Apple icon menu on the top left corner, then select “System Preferences...”



5. Setting DNS

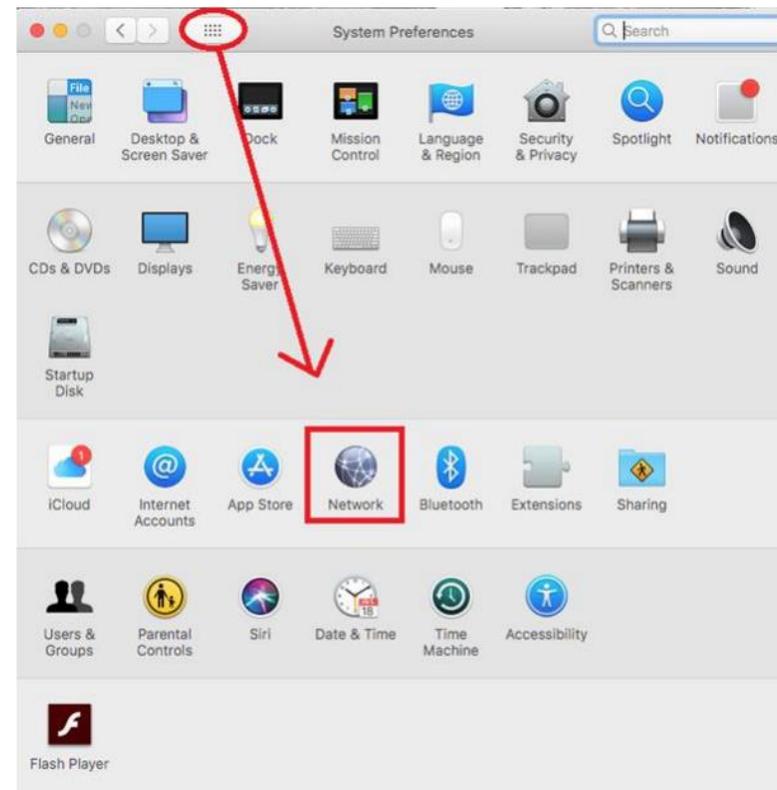
Windows System :

2. Select and click “Network and Internet”.



MAC OS:

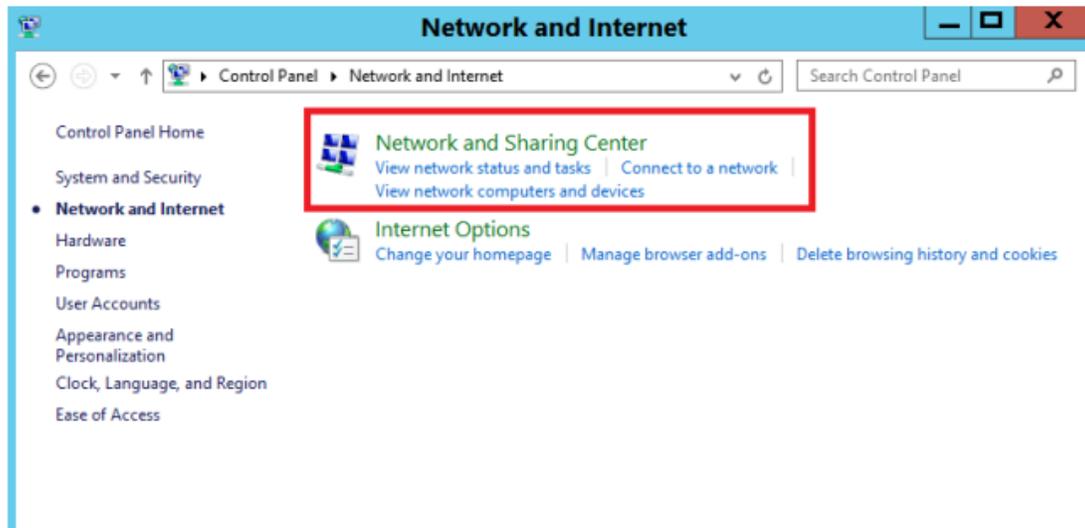
2. Click “Network”



5. Setting DNS

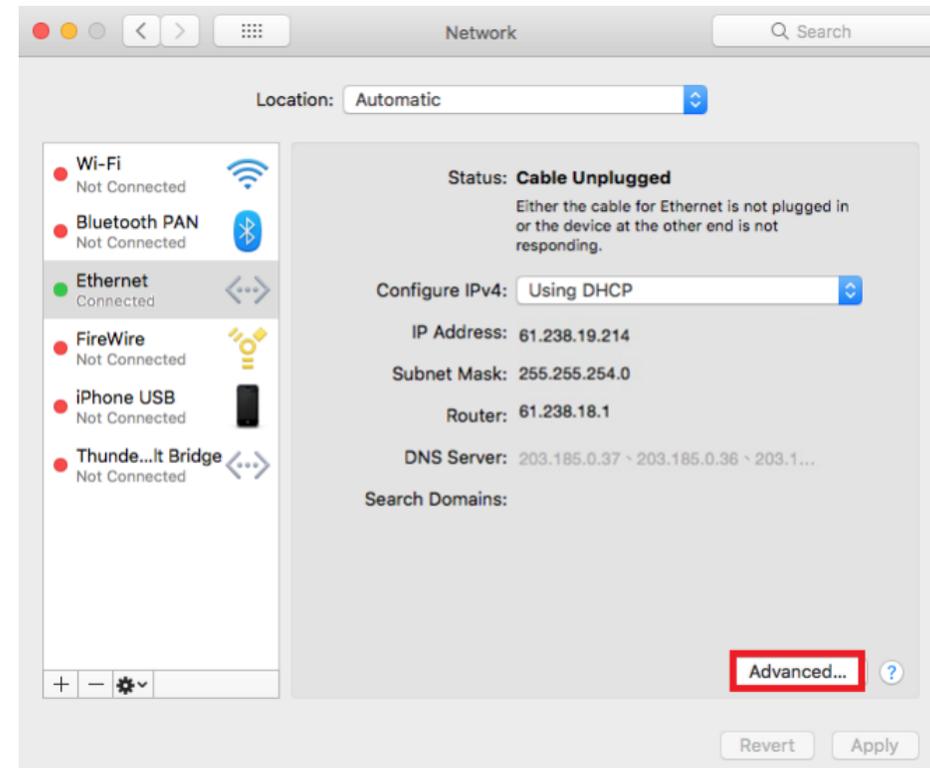
Windows System :

3. Choose “Network and sharing center”.



MAC OS:

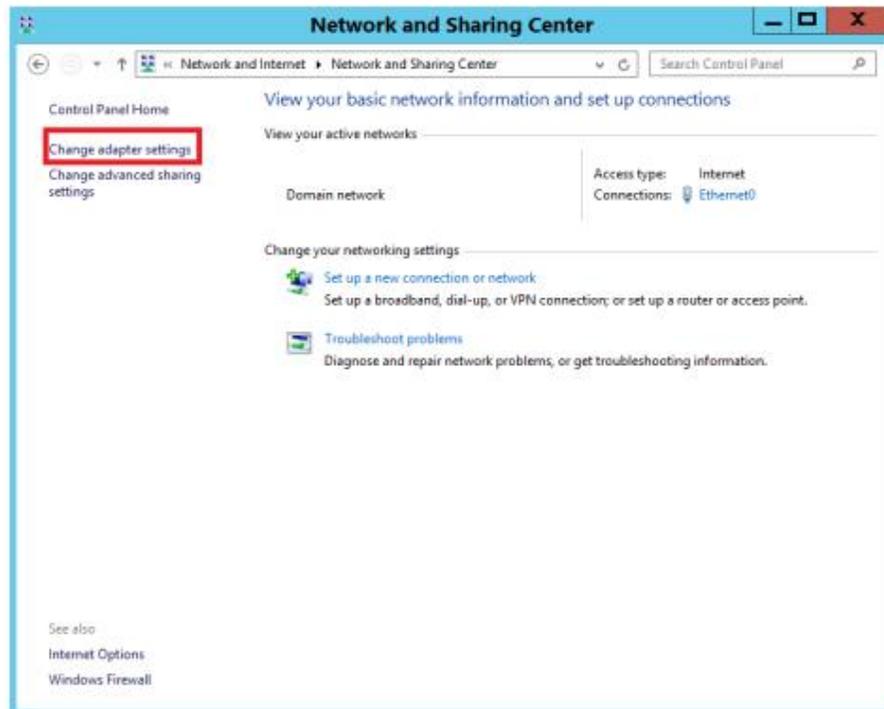
3. Then, select the network you have connected from the left column. Press “Advanced...”



5. Setting DNS

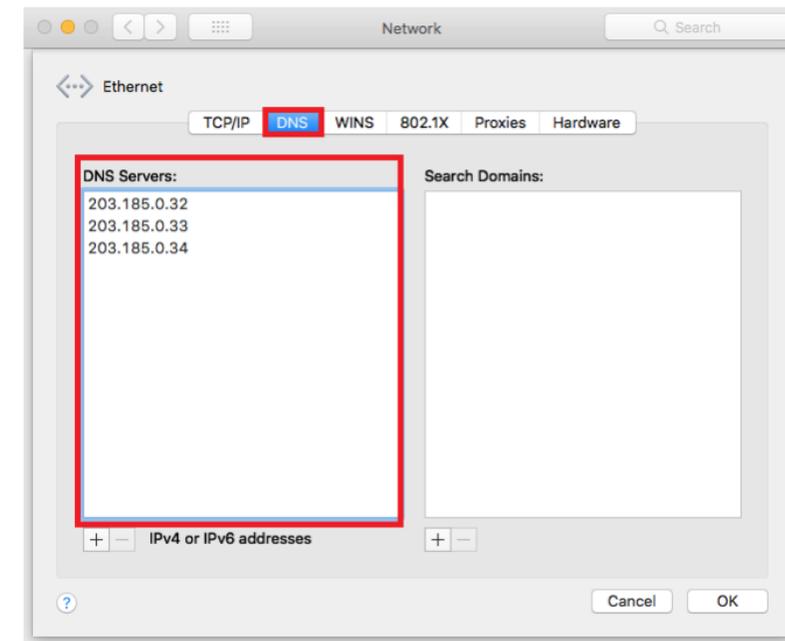
Windows System :

4. Press “Change adapter settings” from the left column.



MAC OS:

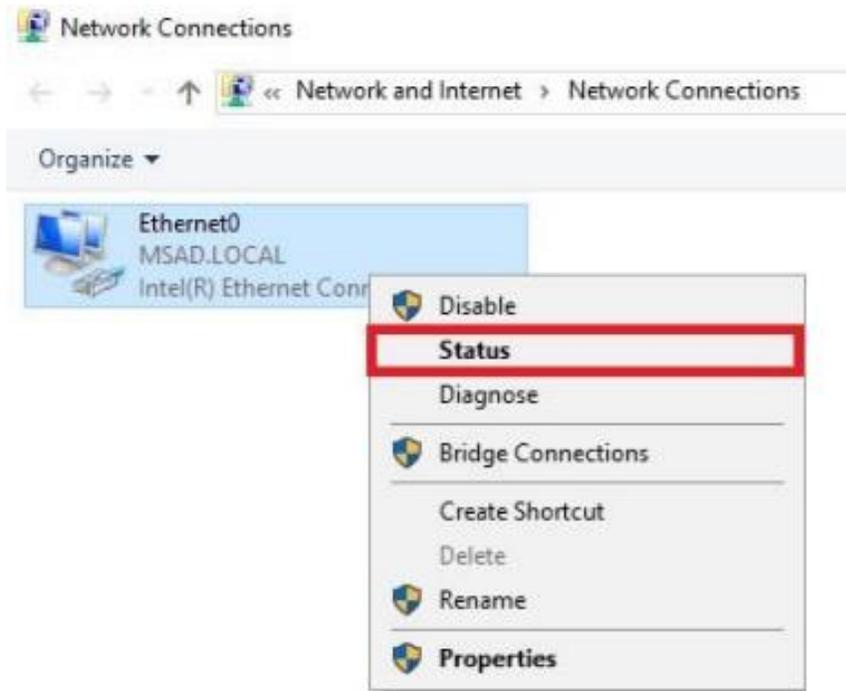
4. In DNS tab menu, the DNS server address should be displayed in 203.185.0.32 / 203.185.0.33 /203.185.0.34. If the system did not retrieve the related information correctly, please amend the DNS server addresses and click "OK".



5. Setting DNS

Windows System :

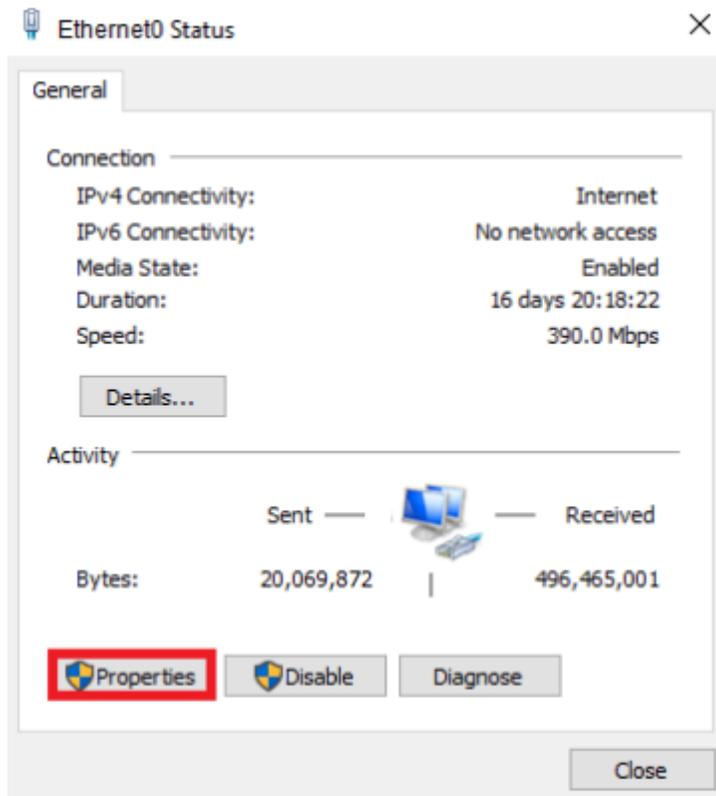
5. Right click and choose “Status” to see the connection currently used.



5. Setting DNS

Windows System :

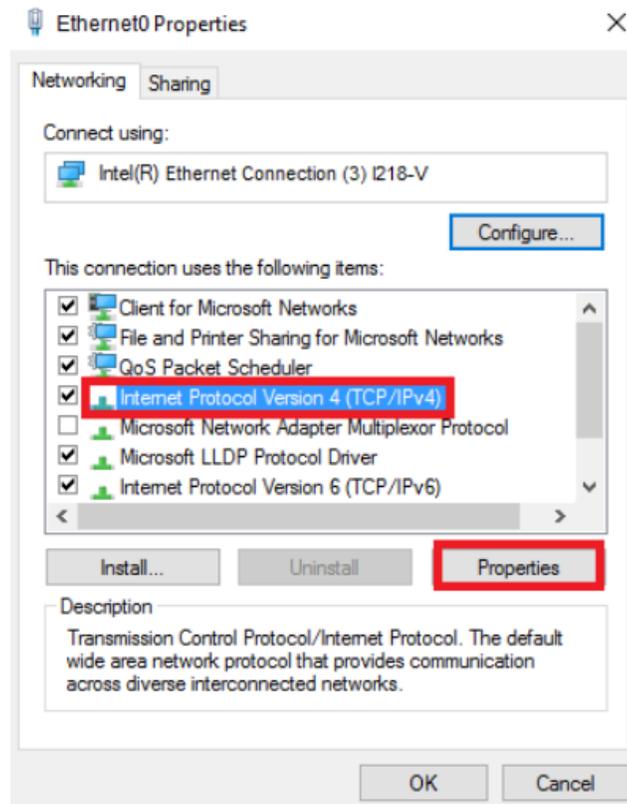
6. Click “Properties”



5. Setting DNS

Windows System :

7 Select “Internet Protocol Version 4 (TCP/IPv4)” and click “Properties”



5. Setting DNS

Windows System :

8. Choose “Use the following DNS server address”, enter 203.185.0.32 for “Preferred DNS server” and enter 203.185.0.33 (~37) for “Alternate DNS server”. Click “OK”.

