

CCL Network Troubleshooting Cheat Sheet

Wired Connections in Chambers – Windows

Please follow these steps if your Windows device is using wired networking via an Ethernet cable & you are having issues connecting to the CCL Network.

1. **Have you restarted your device?**

- If not, please close any open applications, **restart the computer** & see if this resolves your issues
- If the issue persists, please continue to Step 2

2. **Is the Ethernet cable plugged in properly on both ends & not damaged in any way?**

- Please check **the whole cable run** from the device to either the wall socket or the back of the Cisco phone
- If in doubt, **try using a different Ethernet cable** to rule out issues with cable damage
- Proceed to Step 3 if required

3. **Do you have an active Cisco phone in your room with the Ethernet cable from your computer NOT currently plugged into it?**

- Please **connect the cable** to the “PC” port on back of the phone
- **Restart your computer** & see if this resolves the issues. If not, proceed to Step 4

4. **Do you have a Cisco phone in your room with the Ethernet cable from your computer currently plugged into it?**

- Please **disconnect & reconnect** the cable in the “SW” port on the back of the phone
- The phone will **power down & back up** again – please wait up to a minute for this to complete
- If the phone does not turn back on, please **contact CCL Network Support**
- If the phone does turn back on, but the issues persist, please proceed to Step 5

5. **If the issues are persisting, please complete further troubleshooting steps below:**

- Please **open a web browser** (Firefox, Chrome etc) & try to load an external website (Google, Wikipedia etc)
- An **external website loading successfully** is indicative of a working network connection
- If the website fails to load, please proceed to Step 6

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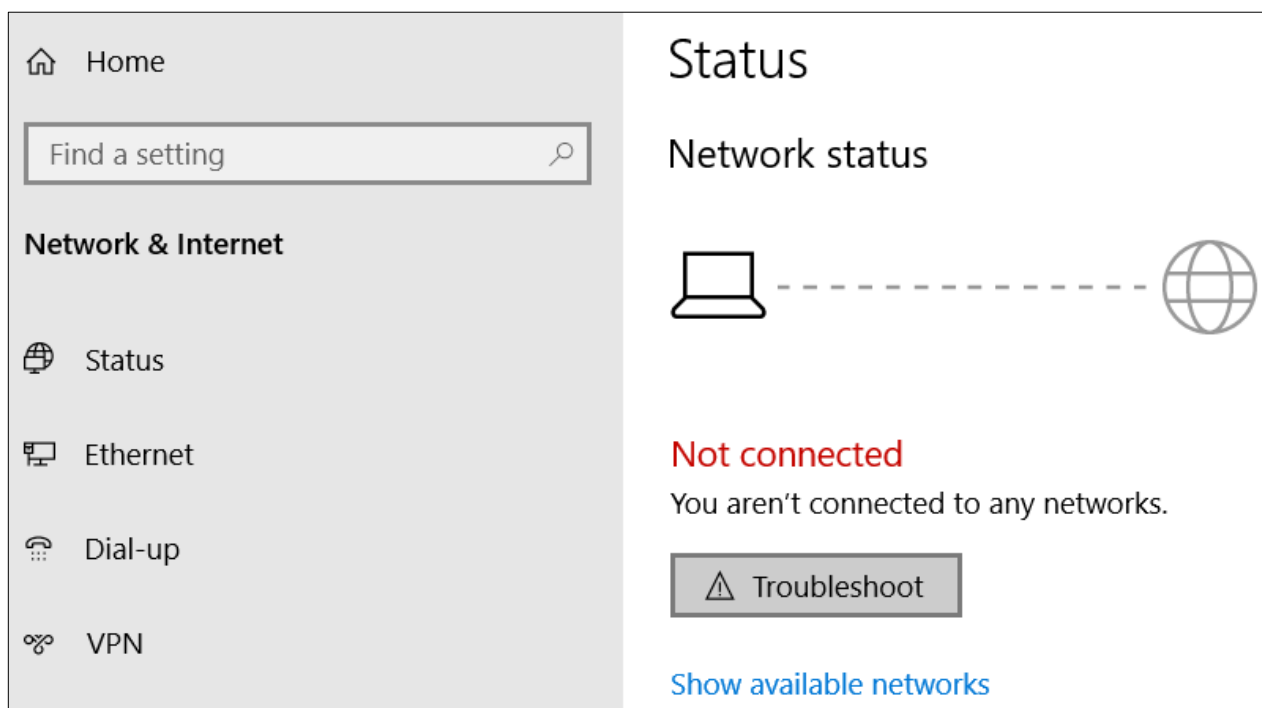
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6. If the issues are persisting, please complete further troubleshooting steps below:

- Please **open a web browser** (Firefox, Chrome etc) & try to **load the internal website** “http://login.ccl.com.au”
- If **the website loads** & asks you for your CCL Network username/password, please enter these details & it should provide you with temporary Internet access
- If the website fails to load, please proceed to Step 7

7. If the issues are persisting, please complete further troubleshooting steps below:

- In Windows 10, please **open the Settings window** (click on the **Start Menu** icon & then the **Settings** cog)
- Click on **Network & Internet** item
- Click on **Troubleshoot** option (as per image below)
- This will possibly take some time to complete, please allow for the process to finish
- Once the **Network Troubleshooter** has completed, please check the status of your Internet access again



If all of the above steps have been completed & you still are unable to connect to the CCL Network, please contact CCL Network Support for further assistance on (02) 9221 6235 or via email at support@ccl.com.au.