



My internet is not working! What can I do? Helpful things to check

Checklist – please go through these 3 steps (and step 4 if applicable) before you call Scorch Support

1/

Rebooting the Scorch radio and any related network equipment (wireless routers, switches, etc) ... and also make sure that you haven't lost power to the wall socket being used...

To do this, unplug the power cable for all devices, wait a few seconds and then reconnect. After about 30 seconds everything should come back up and hopefully online.

This is the BEST first aid you can do and is the first step in diagnosing any issues.

If this doesn't work, bypass your wireless router, switch etc and connect the Scorch equipment directly into your PC.

(Please refer to page 4 for a detailed description of how to reboot the radio)

2/

Check the cables are plugged in!

At times a cable can become loose, or has been knocked out. This is actually one of the most common reasons for losing the internet connection. Check the cabling; make sure everything is plugged in. You can even go ahead and unplug everything and then reconnect it.

3/

Check your Local Area Connection is enabled (or Wireless Network Connection – if you have a wireless router)

Quite often users can right click on their local area connection and hit 'disable', just as they would have done to disconnect previously with dial-up. You don't need to do this with Scorch, as it runs 24/7 behind the scenes and doesn't need to be turned on and off.

To check this – follows the below instructions.

Windows XP

To open Network Connections, click **Start**, click **Control Panel**, and then double-click **Network Connections**.

Right click on your Local Area Connection or Wireless Network Connection and click Enable at the top of the menu. If it says disable, then the LAN/WAN is already enabled.

Windows Vista

To open Network Connections, click **Start**, click **Control Panel**, and then click **Network and Sharing Center**, and then click **Manage Network Connections** down the left hand pane.

Right click on your Local Area Connection or Wireless Network Connection and click Enable at the top of the menu. If it says disable, then the LAN/WAN is already enabled.

For other operating systems, either contact your local computer experts or call us **0800 SCORCH (726 724)**.

4/

Unable to send or receive email

One of the most common things that cause trouble with email is basic settings.

Below are a few key points of information to check in your email program.

Username: username@scorch.co.nz

(Note: you need to use the full scorch email address as the username).

Password: yourpassword

Incoming server: pop3.scorch.co.nz

Outgoing server: smtp.scorch.co.nz

SSL and Secure Password Authentication are NOT required.

If you can't access your email through your email client (e.g. outlook) try the webmail option on our website. www.scorch.co.nz.

Please also refer to instructions on how to setup some of the more common email programs on Scorch Support site. Instead of clicking New... just click on the existing email account to check settings.

**If you have no luck with any of the items listed above, call the Support desk on
0800 SCORCH (0800 726 724)**



Can I use a wireless router on Scorch?

Yes! Primarily, we would recommend purchasing a broadband wireless router.

ADSL Wireless routers will not work on the Scorch network.

Before you run the device on the Scorch network, there are a couple of things that should be done.

- Disable the DHCP server inside the wireless router configuration
- Ensure the Scorch cable is connected to a LAN port and not to the WAN.
- It is also highly recommended that your wireless router be configured with some form of wireless security.

For detailed information on configuring your wireless router, please see your vendor or local computer experts, or go to our website and click support.

I am receiving a lot of spam, what can I do?

Our mail servers block out a large proportion of spam that you would typically receive, however if you are receiving a large amount it may be worth looking into spam blocking software. A quick Google search can turn a number of options; however you may want to contact your local computer experts to see what they suggest.

Can I get a static IP address?

Yes, static IP addresses are available at \$10.00 /mth

Can I use VPN connection over Scorch?

Yes, however there is something you need to find out –

IPSEC connections work on Scorch network without any additional devices; however PTPP connections require an additional Scorch device. These are provided free of charge, just let us know if you need us to supply one.

If you are unsure which would apply to you, contact your home or business network technical support.

*PLEASE BE ADVISED THAT **SCORCH COMMUNICATIONS LTD** HAS NO OBLIGATION TO PROVIDE YOU WITH SUPPORT WHERE THE FAULT IS NOT RELATED TO SCORCH NETWORK.*

*GETTING YOU "UP AND RUNNING" IS VERY IMPORTANT TO **SCORCH COMMUNICATIONS LTD**. HOWEVER PLEASE BE AWARE, THAT WHILE WE WORK WITH YOU TO RESOLVE THE PROBLEM YOU ARE EXPERIENCING, IF IT IS FOUND THAT THE PROBLEM OR ISSUE IS WITH YOUR COMPUTER, HOME NETWORK (INCLUDING WIRELESS), YOUR PCS SOFTWARE (EXCLUDING ANY SOFTWARE PROVIDED BY SCORCH) OR YOU ARE USING THE SERVICE INCORRECTLY, THEN A SERVICE FEE MAY APPLY FROM **SCORCH COMMUNICATIONS LTD**.*

Updated: 27/04/09

This is the content of your Scorch Installation

1. Scorch dish
Scorch Radio
Mounted outside
your premises;
on wall, post or on roof



2. Ethernet cable.
One end is connected
to the Scorch Radio and
the other end is connected
to the connection kit.



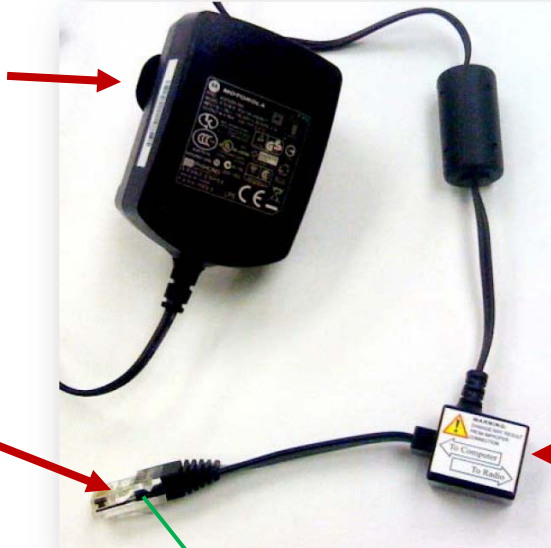
3. Connection kit.
 - Power supply (goes into the wall socket)
 - PC connection (goes into your PCs network card or a network switch)
 - Radio connection (This is where the ethernet cable from the radio is connected)



The connection kit is usually located behind your PC. In some cases, if you have a fixed IP, you will have a firewall between your PC and the connection kit.

Connection kit with Power supply for Scorch radio
- how to connect & reboot -

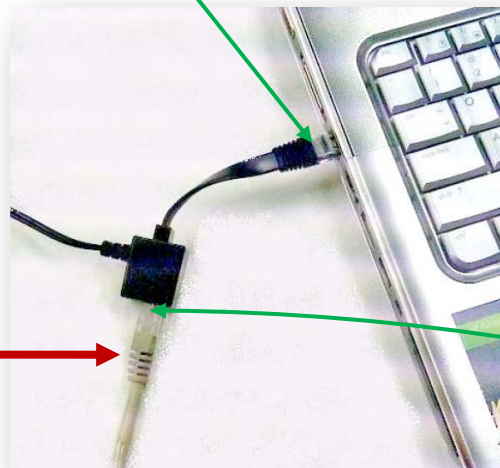
This end goes into the wall socket



Here you connect the cable that comes from the Scorch Radio outside

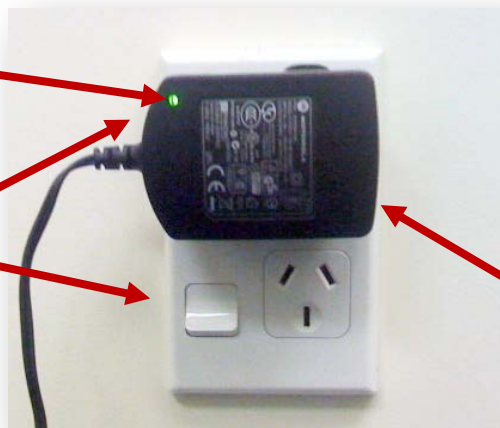
This connection goes into your computer

Ethernet Cable from Scorch Radio



Power Indicator

Power switch on wall socket



Green light (power indicator) shows that the power supply has power. If no green light shows check that power switch on wall socket is turned on or check fuse on your fuseboard.

Two options to reboot the radio:
To reboot the Scorch radio, just unplug the power supply from wall socket and put it back again
... or ...
Unplug and insert the cable that comes from the Scorch radio.

Just use the most convenient option