

Help! My Internet Connection is Down

First check each of the following:

1. Is your router plugged in and switched on?
2. Is your Parent Power plugged in and switched on?
3. Is your router connected to your Parent Power?
4. Is your router connected to your telephone line?

If the connection is still down, follow the chart:

Can you bring up your Parent Power control panel on your computer?

Yes

No

Can you access your router control panel on your computer?

Can you bring up your Parent Power control panel (<http://parentpower.my.home>) on any other device in your home?

Yes

Yes

Log into your router and check the internet connection status. The problem is probably your phone line or ISP.

Restart the computer that cannot access the Parent Power control panel.

No

No

1. Unplug your router from the power
2. Wait 15 seconds
3. Plug it in again
4. Wait 2 minutes for the router to complete its start up.

1. Unplug your Parent Power from the power
2. Wait 15 seconds
3. Plug it in again
4. Wait 2 minutes for the Parent Power to complete its start up.

Did this fix the problem?

Yes

No

Well done!

Please call Parent Power support on (08) 6500 7513.