## Frequently Asked Question (FAQs) for Internet Connectivity

Q1. My internet is not working.

The first thing you need to check is your VSAT/LAN connectivity for which you need to follow the steps below:-

Step 1: How to check the VSAT Status?

Switch on the Computer & VSAT Modem. Check all the five LED's i.e. "Power, Transmit, Receive, System & LAN" on VSAT Modem are glowing, as given in the below diagram. Please remember that LAN LED will not glow if the Computer is not switched 'ON' or connected with Modem. If all the LEDs are glowing move to next step, otherwise log the complaint with Hughes Help desk on telephone nos. **0124 (STD code) 3048117** or **3072610**.
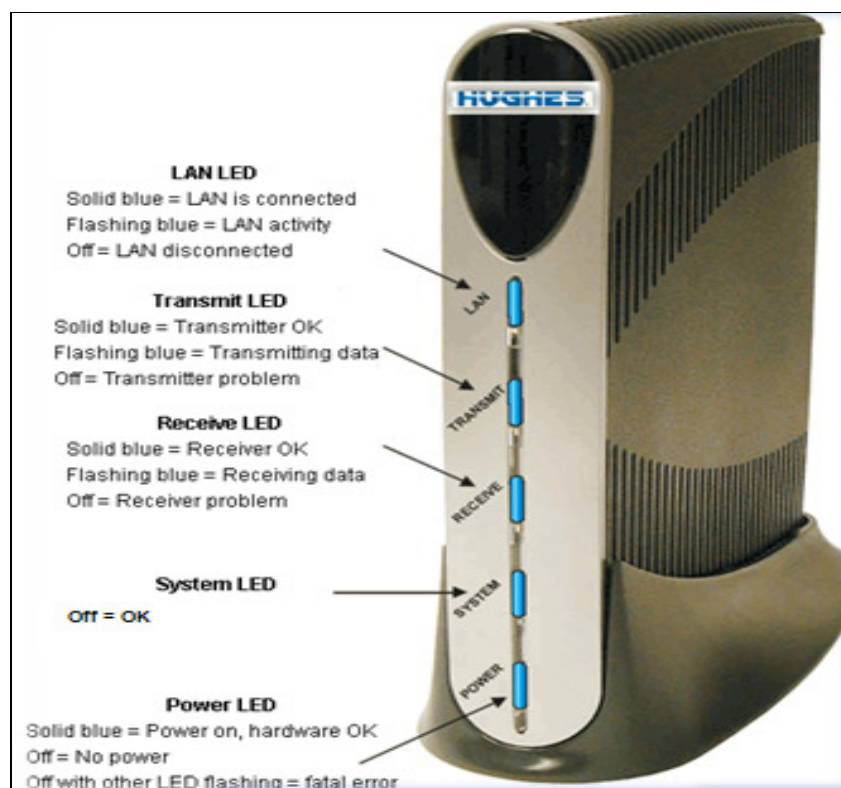
Step 2: How to check the Local Area Network (LAN) Working or Not?

Ping the VSAT IP (i.e your computer's gateway IP) by using the **command ping X.X.X.X** *(change the X.X.X.X with IP address of your VSAT)* if you are receiving the reply as shown below move to next step otherwise check the LAN cable connectivity between computer & VSAT Modem or please get in touch with your vendor/supplier for LAN Connection or local hardware issue.

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C:\>ping 10.9.208.193

Pinging 10.9.208.193 with 32 bytes of data:

Reply from 10.9.208.193: bytes=32 time=683ms TTL=61
Reply from 10.9.208.193: bytes=32 time=651ms TTL=61
Reply from 10.9.208.193: bytes=32 time=670ms TTL=61
Reply from 10.9.208.193: bytes=32 time=810ms TTL=61

Ping statistics for 10.9.208.193:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 651ms, Maximum = 810ms, Average = 703ms
```

Step 3: How to verify the Internet Connectivity?

Login with the Internet ID & Password provided by NIC to start the Internet Service & Check the browsing by opening a web page like "www.google.com". If you are successfully able to open the page then move to next step otherwise log the complaint with NIC Help desk **at Toll free: 1800-11-2489, Direct: 011-24305104, email: helpdesk@nic.in**

Step 4: Internet Browsing Quota exhausted

If you are getting message while trying to log on to internet that you have exceeded your monthly internet quota kindly contact your respective SCA or NIC help desk **at Toll free: 1800-11-2489, Direct: 011-24305104, email: helpdesk@nic.in**

Q2: I am not able to Login on Online Monitoring Tool (OMT) application?

Step 1: Open the webpage www.csclive.in & login with your OMT ID & Password for registration at OMT portal. If you are facing any issue while opening the website or not able to register with OMT then go to step 2.

Step 2: Invalid Id or password. Your OMT ID will be same as your CSC Id. In case, you do not remember the same kindly contact your respective SCA. The password can be generated online and the same would be sent to your registered mobile nos and email Id. For any other assistance on OMT login log the complaint with CSC-SPV helpdesk. (contact details to be provided by CSC-SPV)

Q3: My Internet Speed is Slow?

Step 1: If you are facing the issue of the Slow Speed kindly check your local connections/settings/malware like virus infection, etc. For more details on this you should contact your local computer supplier. If step 1 is followed and still you are facing problem of low speed go to step 2.

Step 2: Log the complaint with NIC helpdesk. **at Toll free: 1800-11-2489, Direct: 011-24305104, email: helpdesk@nic.in**
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