

Simtech Diagnostics Plus

Whenever you have problems accessing the internet, you can use this tool to help diagnose the problem.

To use the tool simply follow these steps:

- 1. Locate the program and double click it to run*
- 2. you should see four buttons in a darker grey and you should click each of these in the following order*
 - i. Get ID*
 - ii. Check Connection*
 - iii. Ping*
 - iv. Click here for Diagnosis and Advice*
- 3. This should display information and help which may guide you to resolve the problem.*
- 4. If you still can not fix the problem, then you can provide the information shown to your technical support or ISP, and this may help them resolve your problem more quickly.*