



### Troubleshoot

Running this test will help locate problems with your Internet Connection.

Ethernet	Pass	Details
Authentication	Pass	Details
IP	Pass	Details
DNS	Pass	Details

Run Full Diagnostics

Send Diagnostics

### Test Internet Access

Enter an Internet Address in the 'Address' field and click on the button of the test to perform.

Address

e.g. 192.0.2.1, www.example.com, yourhostname

Preferred protocol ☒ IPv4 ☐ IPv6

Ping

Traceroute

NSLookup

### Progress Window

### Help

This "Multi-layer" diagnostic examines the functionality of the device from the physical connections to the application traffic being sent by users through the device. This sequence of tests takes approximately one minute to generate results. Each test generates one of the following result codes:

- **Pass:** The test was successful.
- **Fail:** The test was unsuccessful.
- **Skipped:** The test was not performed because a pre-requisite test failed or the test is not appropriate.

"Send Diagnostics" to send a diagnostics report to AT&T.

### Test Internet Access

Enter an IP address, URL, or hostname in the "Address" field and click on:  
"Ping" to see if this device can loop a message back and forth to the remote host.

"Traceroute" to see what route or nodes the packet goes through to get to the remote host.

"NSLookup" to see if the host name is translated by a Name Server to an IP address.

Results will be displayed in the "Progress Window" as they are generated.

**Note:** Preferred protocol is applicable only when a URL or hostname is entered in the Address field.