Internet Trouble Shooting

Helpdesk Support

Please note: If you are having problems connecting to your POS server, Imagatec helpdesk support is available to Imagatec POS customers from 9am to 5pm (AEST) Monday to Friday, with emergency telephone support available afterhours (24/7).

xDSL Internet

1. Power Cycle Modem
2. Ensure there is no outage
3. Check for dial tone / working service
4. Check Telephone Cabling/Extension leads/Filters
5. If not Imagatec NBN customer, advise to:
   1. contact their ISP.
   2. NOT reset router without first contacting Imagatec helpdesk.

NBN Internet

1. Power Cycle NBN Router
2. Ensure there is no outage
3. If not Imagatec NBN customer, advise to:
   1. contact their ISP.
   2. NOT reset router without first contacting Imagatec helpdesk.

Remote Access

1. First determine internet is working (see above)
2. Check store modem/router for port forwarding rules:
   1. HTTP rule = 80 TCP
   2. VNC rule = Contact Imagatec Helpdesk for correct value
   3. Ensure port forwarding rules point to local IP address of POS server
3. Check store POS server firewall for Imagatec port forwarding rules

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