





## No Internet Connection

Before calling anyone, please check the following

- Open an internet browser and check 1-2 websites  
- If no internet pages open, try the following steps.

**Step 1.** Restart your computer and then check a few websites, if nothing comes up, proceed to step 2.

**Step 2.** Locate the modem / router (refer to next page for images of our different modems)

**Step 3.** Unplug the power cord for 5mins, then plug it back in.

**Step 4.** Wait 5-10minutes for it to come back up.

**Step 5.** After 5-10mins after you plug the power cord back in, try browsing a website

If the internet is still down, you will need to contact your Internet provider

Telstra – 132 999

Commander – 132 777

Comvergence – 1300 550 125

### No Internet

These services are now affected when the internet is down





Cato VPN – **Critical** – Needs to be green and connected at all times!

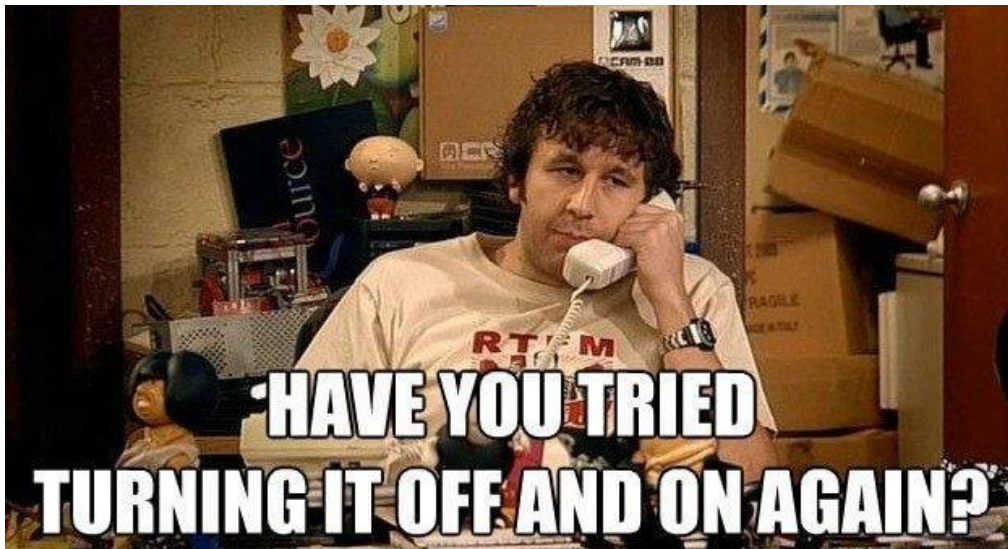


If CATO VPN isn't green, stores cannot do the following

- Look up stock at other branches
- Cannot do returns
- Transactions don't reach head office
- Transfers don't update
- Online orders don't flow to your POS
- Store sales don't update head office

If Cato is **not** connected, stores need to do the following

Restart your computer and it will reconnect CATO if internet is up and running.





If Internet is working but you don't have **WiFi**

You need to ensure the WiFi is available

Either use the Purecomm iPad or your phone and look for the following Wifi network

iPad – Go to **Settings**

Click on **Wi-Fi**

Look for the following Wi-Fi networks (AQ-Wifi or AQ-Wifi-5G)

If those networks aren't available and your internet is on, then check your modem as there might be a button to turn it OFF and ON

Refer to images on next page

Another idea would be to turn OFF your modem / router for 5mins and then turn it back on.

If you still cannot turn it on, please try emailing [support@aquila.com.au](mailto:support@aquila.com.au)

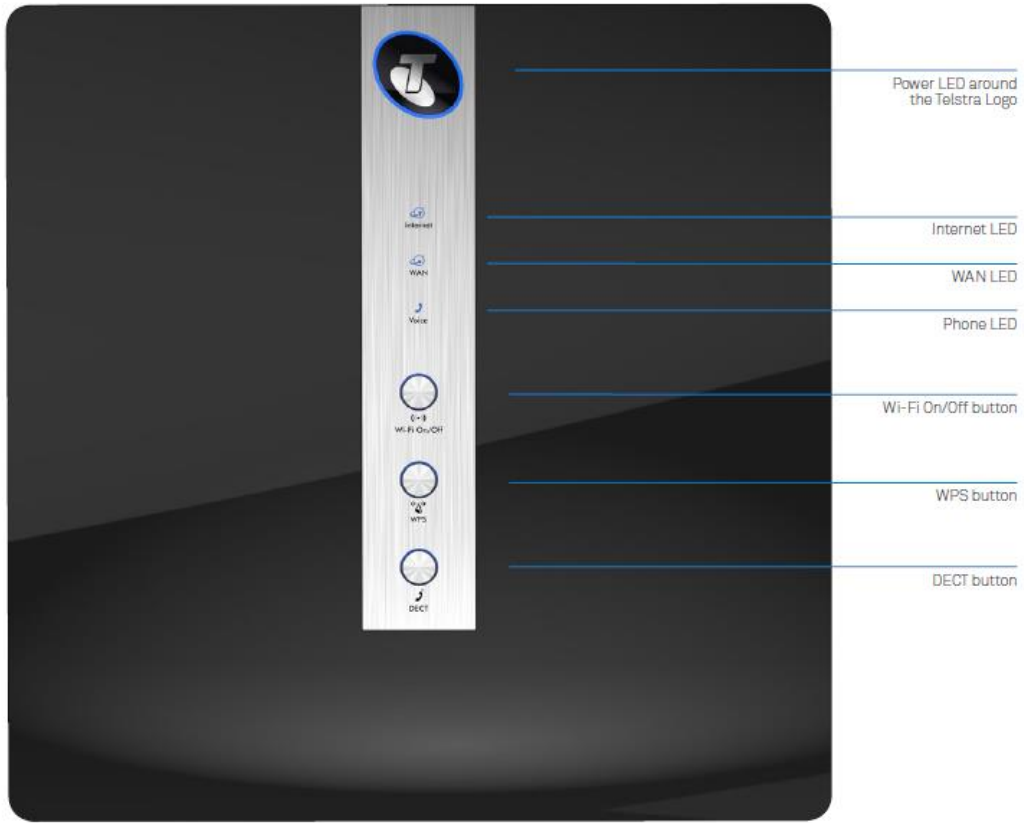


Figure 3: Telstra Gateway Pro™ Front Panel

# COMMANDER

