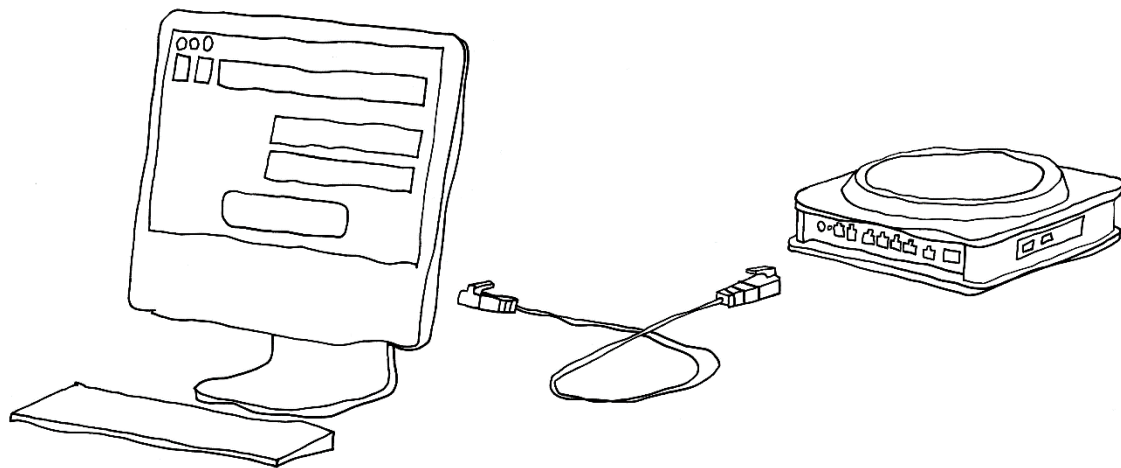


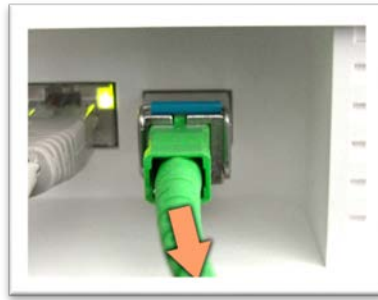
Step-by-step instructions

No or poor internet connection with LAN (Ethernet)

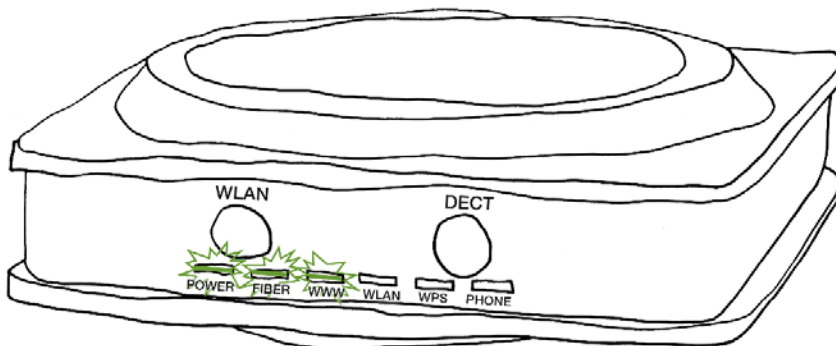
You have installed your Salt Fiber Box and connected the LAN cable, but you have no connection or a bad internet connection.



1. Verify the fiber box connection. (Ref. video [Connection Check](#))

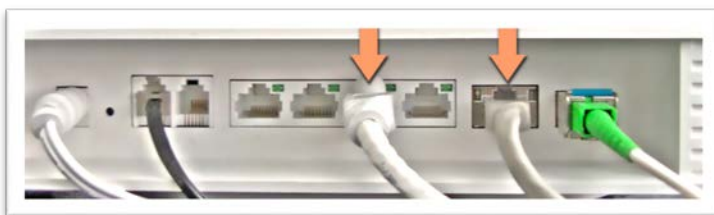


2. Verify the LED on the box from left to right. The first 3 LED (POWER, FIBER, WWW) must light green. (Ref. video [LED Check](#))



3. Check if the LAN cable on the back of the modem is connected to the:
 - a. 10G-Port (right)
 - b. or one of the other 4 ports (1G)

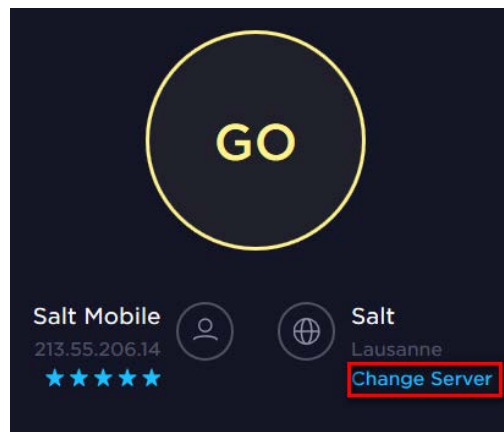
Pull the optical fiber and Ethernet cables very gently, there should be resistance.
(Ref. video [Cable Check](#))



4. Also, check if the cable is properly connected to your computer.
Pull the Ethernet cable very gently, there should be resistance.
5. Enter <http://google.com> in your browser.



- If the Google page appears, **good surfing!**
 - If it does not appear at all, proceed to step 10.
 - If it is displayed but the loading time is very slow (more than 5 seconds), proceed to step 6.
6. Visit <http://salt.speedtest.net>
 7. Choose the Salt server and measure the speed of the internet connection.



8. Take note of the measurement values
 - Ping :
 - Upload :
 - Download :
9. Are the measurement values greater than or equal to normal (100 MB/sec)?
 - a. If so, this means that your internet connection is optimal.
 - b. If not, continue with step 10.
10. Call us free, on 0800 700 500 - From abroad +41 78 700 50 00