



ACCOUNT SETUP TROUBLESHOOTING GUIDE

HOW TO CHECK YOUR TROUBLESHOOTING TIPS:

Other Devices (Routers, Gaming Systems, Tablets...)

If your device has a web browser, you can follow the steps outlined in the Account Setup Section and login to your existing account. The new device will automatically be added to your account when you login.

If your device does not have a web browser, you can add the device by accessing: <http://cp.korcett.com> and you will be redirected to your site's page. From there you will log-on to your account and add the MAC address of your device into your account. If you do not know the MAC address of your device, please contact the manufacturer of the device or call our Support line at: 1.800.379.3729.

Clearing Cookies/Cache

While in your web browser...

- Internet Explorer: Ctrl+Shift+Delete
- Google Chrome: Ctrl+Shift+Delete and click "Clear Browsing Data"
- Mozilla Firefox: Ctrl+Shift+Delete
- Safari (Mac OS): Cmd+Option+E

Checking for a Proxy

Windows:

- Windows Key+R
- Type inetcpt.cpl and press Enter
- Go to the Connections tab and click LAN settings
- The only box that should be checked is "Automatically Detect Settings"

Mac OS X:

- Shift+Cmd+K
- Select your connected adapter on the left and click "Advanced"
- Select the "Proxy" tab and sure none of the boxes are checked

Checking Static IP/DNS

Windows:

- Windows Key+R
- Type inetcpt.cpl and press Enter
- Right Click on the connection that you are using and select "Properties"
- Left Click on "Internal Protocol Version 4 (TCP/IPv4)" and click on the "Properties" button
- The options for obtain automatically should be selected for IP address and DNS server

Mac OS X:

- Press Shift+Cmd+K
- Select your connected adapter on the left
- Ensure "Using DHCP" is selected

**REMEMBER YOU CAN ALWAYS CALL THE 24/7
KORCETT SUPPORT TEAM AT 1-800-379-3729 IF
YOU CONTINUE TO EXPERIENCE ISSUES!**