

### ***Instructions to perform a local ping test for Windows Operating Systems***

Step 1: Click Windows Start and then click Run or SEARCH.

Step 2: In the Run dialog box, type CMD and click OK. The command line window opens which is a black window with light gray text.

Step 3: In the command line window, type ping 127.0.0.1 and press Enter. This is your local host address. The address assures that TCP/IP is installed and functions properly.

If your ping test was successful and TCP/IP is properly installed if you receive the response Reply from 127.0.0.1 bytes=32 time<xms TTL=128. Note that numbers will appear in place of each x.

If your ping test was unsuccessful and TCP/IP is not installed if you receive the response Request timed out. If your request was unsuccessful, TCP/IP is not properly installed on your computer. Consult the help section of your computer operating system and search for installing TCP/IP.

### ***Instructions to perform an Internet ping test for Windows Operating Systems***

Step 1: Click Windows Start and then click Run.

Step 2: In the Run dialog box type CMD and click OK. The command line window opens which is a black window with light gray text.

Step 3: In the command line window, type ping www.google.com and press Enter.

If your ping test was successful you will receive the response Reply from 205.171.3.65 bytes=32 time<#ms TTL=128.

If your ping test was unsuccessful you will receive the response Request timed out.

If you have any questions, please call our customer support group at (866) 935-8307.