Shatel Smart Technical Support

System Guide

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Shatel Group of Companies

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Contents

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Automatic Test

To check Internet connection, you can check your connection to the Internet by selecting "Automatic Test". If you turn on "Apply Changes Automatically", the system will remove any possible issues on your system upon detecting them.

These problems can be related to problems in IP, DNS or … settings.

If this option opens while running the test, select the network card connected to your modem.

Practical Commands

In this section, you can select and run options on the system in both general and system settings.

Modem settings

In Modem Settings section, you can select the modem brand and apply the necessary settings. The settings include modem or wireless settings.

ACS Modem Automatic Settings

Here you can activate ACS settings in the modem.

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If you do not set the settings, you can manually apply these modifications in the modem.

Download Speed Test

In this section you can test your internet connection speed.

Note that this test should be done at a time when your bandwidth is not full.

Online Chat

In online chat section, you can talk with Shatel experts in sales, technical support, provincial technical support, or provincial sales departments.

Technical Support

By choosing this option, you can go directly to the links of posts on Shatel website and select the one you would like.

Update

By choosing "update", the software checks for update files on Shatel servers, and if there is a file, your "Smart Technical Support System" will be updated.

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For further information, you can study a brief description of each of these commands below.

Command	Description
Reset Catalog	Resets "Sockets Windows Catalog" on your system and retrieves default settings
Rerun DNS Service	Resets the DNS service on your system
Connection to Shatel	Checks your connection to Shatel servers
Connection to Global Networks	Checks your connection to global servers
Connection to Modem	Checks your connection to modem
Connection to Domain Names	Checks your connection to global name servers
Proxy Check	Checks the existence of proxies on your system
Check Route	
Clear DNS Cache	Resets DNS memory on your system
Network Cards Settings	Opens network card settings page
Browser Settings	Opens Internet Explorer settings page
Wireless Settings	Checks the wireless memory and clears it if necessary
Windows firewall	Allows you to enable or disable the firewall on your system
Activate Windows Update	Allows you to enable or disable Windows auto update on your system
View network card settings	Opens network card settings
View active connections	Notifies you of programs running on your system

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