

Basic Network Troubleshooting



Verify if only ONE or ALL computers are having problems connecting to the Internet

Case 1- Only one computer cannot connect

- a) **Verify that network cable is properly connected to computer** (There should be a green/yellow light on Network card)
- b) **Restart computer**
- c) **If not using cables, check that you are connected to your wireless network by selecting [Your] SSID (Wireless Identifier)**

(If still having problems) call number below

Case 2- All Computers are having problems connecting

- a) **Verify that router and modem have power and all that cables are properly connected**
- b) **Verify that lights on modem and router are solid green**
- c) **Reset Cable/DSL modem** (Wait 1 minute until lights are solid green)
- d) **Reset router** (unplug wait 3 seconds and reconnect)
- e) **Restart computers**

(If still having problems)

Call your Service Provider to verify if they are experiencing network difficulties

(If ISP reports no problems) call our numbers below

Absolute PC Solutions

Tel: 647 288-2882

Cell: 416 897-993