

### Troubleshooting steps to diagnose faulty internet connection;

- Turn everything off and on -  
When computer and networking equipment are running they are continuously sending instructions to an area called “RAM” (Random Access Memory). With modern computing devices this can be thousands of commands and blocks of data which can build up, becoming fragmented. When you restart your computer this clears all these instructions out of the RAM and gives your computer a clean slate. Because of this it’s a good idea to restart all your equipment so everything is refreshed.
  1. Turn off the computer – usually by selecting “Start” and the “Shutdown”
  2. Turn off the router – this is a box with about 4 status lights for LAN and 3 lights for indicating power and internet. It should look like the photo below;

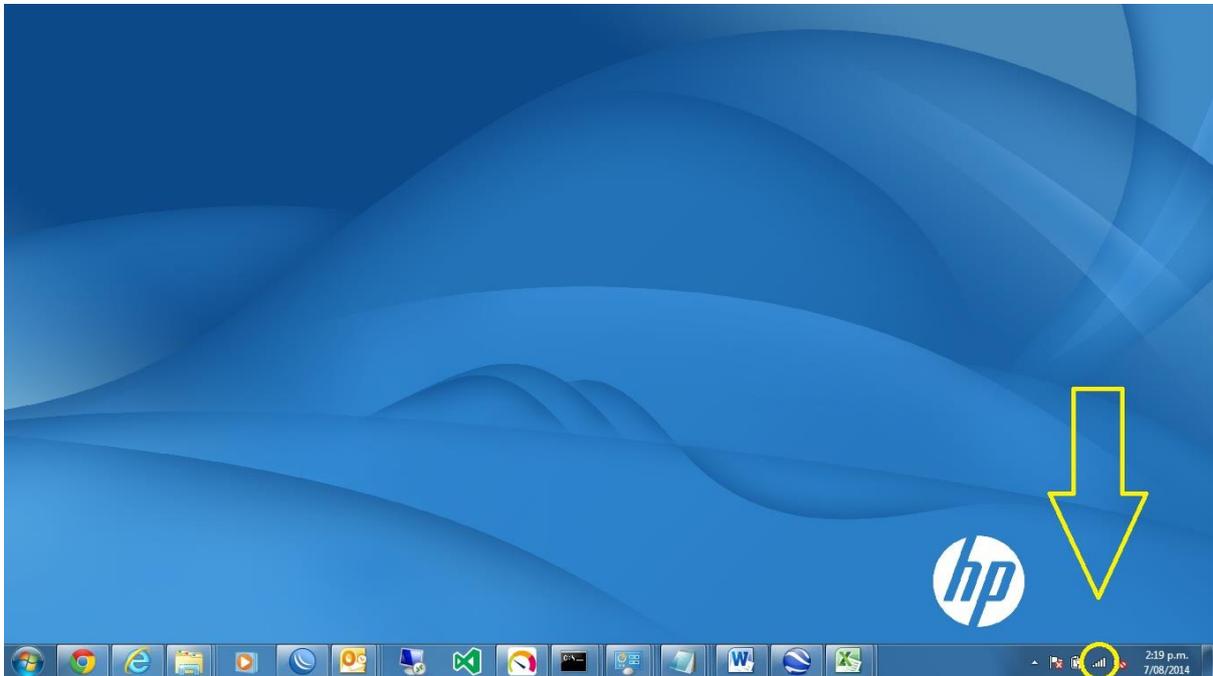


3. Turn off the POE injector – depending on when we installed your connection the POE will look like one of the following;



4. Wait about 2-5 minutes and then turn the POE injector back on. Wait another minute then turn the router back on. Wait another minute and then turn the computer on.
5. At this point your internet should be back on, up and running.

- Check the network indication icon -
  - Check the network icon in the bottom left corner of your screen, next to the clock. If it looks like this;



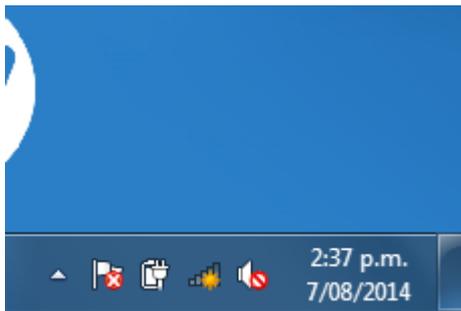
Then congratulations your internet is healthy and you're ready to go again.

- If your PC is connected by an Ethernet cable, it will look like this if the connection is healthy



There are a few different status indicators that can appear on this icon if things aren't going right, the follow will tell you what to do in each case.

## WiFi not connected



When the icon looks like this it indicates that you are not connected to your wireless router. Click on the icon with the left mouse button and you should see the name of your WiFi router. Click on the router name and then enter your WiFi password if necessary. After that you should be connected.

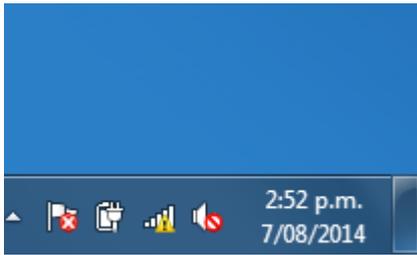
## WiFi Disabled/Not Available



When the icon looks like this it indicates that your WiFi is either turned off on your laptop or your router is not on. Firstly check that your router is on and that all the lights are showing, turning it on and off should solve this. If your router is on, check that the WiFi hasn't been disabled on your laptop. Sometimes your laptop will have a switch that can turn the WiFi on or off, check this is at the on position. Or your laptop may have a button that can turn the WiFi on or off, try pressing it to see if this changes the icon and removes the red cross. If you follow these steps and the red cross disappears, you should be back on the internet. The WiFi button may look like this;



### WiFi cannot get an IP



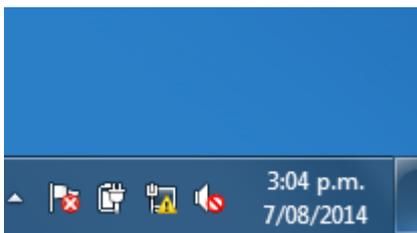
When the icon looks like this, your laptop is connected to WiFi but is not getting the right information from the router to get you on to the internet. When this happens the best option is to give us a call so we can check the connection.

### Ethernet Cable Unplugged



When the icon looks like this, your Ethernet cable going from your computer to your POE injector is either unplugged or the injector is off. Check to be sure that the cable is securely plugged in to the back of the computer and the LAN port on the POE injector. Also check that there is a light on the POE injector and that it is turned on. If the red cross disappears you will have internet connectivity restored.

### Ethernet cannot get an IP



When the icon looks like this, your computer is connected to the radio but is not getting the right information from the radio to get you on to the internet. When this happens the best option is to give us a call so we can check the connection.