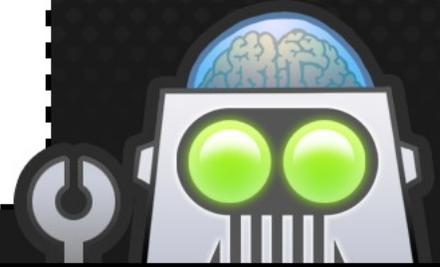




Call us today at (406) 272-1571 or email bruce@compwehelp.com



Troubleshoot Your Wireless Network

You should have both a modem and a router. The modem is what connects you to the telephone or cable company and it's your point of entry for Internet connectivity. There should be a single Ethernet jack on the modem and that connects to the input of your router. The router does several things including supplying the WiFi service, but it also has about 4 Ethernet jacks of its own.

First, power off both the modem and the router. Check the integrity of the cable or phone connection to the modem as well as Ethernet connection between modem and router. Are the cables fully plugged in on both ends? Unplug them and re-plug them a few times as this will help clean the connections. Power the modem back on first and then wait a couple of minutes before powering on the router.

Is your WiFi working normally now? If not, proceed to the next step.

Plug a laptop computer into one of the Ethernet jacks on the router and disconnect it from the wireless so that now its only Internet connection is via Ethernet. You'll need a spare Ethernet cable for this. Does the laptop now have a reliable connection to the Internet? If it does then the problem is likely in the router.

If the problem persists then proceed to the next step.

Power off the modem and router and remove the Ethernet cable that goes from the modem to the router and connect it from the modem to your laptop. Power the modem back up but leave the router off. Do you now have reliable Internet on your laptop? If yes then the problem is in the router. If not then there is a problem with the modem and you'll need to contact your Internet provider to come out and replace it.

If the router is the problem you can try a factory reset on it. There will likely be a small hole that you can stick a pin into to reset it. You do this with the power on but disconnect all other cables from the router. Once that's done you'll have to set it up all over again (network name and password etc.). If the problem in the router wasn't resolved with a factory reset then replace the router.

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