

STEP-BY-STEP GUIDE

Internet Troubleshooting Guide

Use this guide to perform basic troubleshooting steps to help get your business back online.



STEP 1: Perform a Power Cycle

- ➔ Unplug the power cords for your modem and Wi-Fi router for at least 30 seconds.
- ➔ Plug the modem in first and wait for the lights to stabilize (about 2 minutes).
- ➔ Plug the router in next and wait for the Wi-Fi broadcast to return.



STEP 2: Check All Cables

- ➔ Ensure your Ethernet, coaxial (threaded cable), or fiber cables are firmly connected.
- ➔ Inspect cables for any wear, tearing, or bending.



STEP 3: Verify Device Connection

- ➔ **Test other devices:** If your phone works but your laptop doesn't, the issue is on your laptop.
- ➔ **Forget the network:** In your device's Wi-Fi settings, select your network, tap "Forget Network," then reconnect again.

**Contact Enterprise Care at 671-688-CARE (2273)
if you continue to experience issues.**