

Troubleshooting Home Network Equipment and Internet Connectivity

Solution

Why won't my device connect to the internet?

1. Check your cables
 - One of the most common problems with home networks is that a cable is loose or unplugged
2. Check a different website
 - If you can't connect to a particular website, try a few others. If one website doesn't load, but others do, the problem is likely with the website and not your network
3. Reset your devices
 - Unplug your modem for at least 10 seconds; plug it back in
 - Unplug your router for at least 10 seconds; plug it back in
 - When the indicator lights come back on that show you have an internet connection, reboot your computer and reconnect to your network.
4. Contact your service provider
 - If the above steps have not resolved your issue, there could be a service outage in your area.

Why does one of my devices have trouble connecting, but all my other devices work fine?

1. Restart the computer or device that won't connect. If the device is portable, try moving it closer to your router.

What can I do if my internet connection drops frequently?

1. Move closer to your router
2. Reduce interference
 - Occasionally, microwaves, cordless phones and Bluetooth devices can interfere with wireless signals. If that is the case, shut off devices that may be causing the interference

Why is my connection so slow?

1. Is your device too far from the router?
 - Try moving closer to the router
2. Is your internet speed fast enough?
 - To obtain details regarding your internet speed, you should contact your provider

Details

For additional assistance, please visit helpme.cancer.org and click Live Chat

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