

Connectivity problems

Is your Internet giving you grief? Perhaps it is frequently and frustratingly becoming disconnected, or maybe you cannot connect to the Internet at all. , These basic trouble shooting steps will hopefully solve the problem before you need to call for our expert help.



Tip: Print out this page in case you encounter connectivity problems in the future and cannot get online to know what to do!

Finding and fixing Internet connection problems:

- 1) **Rule out the obvious.** Unplugged or loose network cables are easy to miss and one of the most common reasons lost connection. So too, is accidentally switching the Wi-Fi radio switch on laptops off.
 - Ensure that all your wired and wireless network hardware is switched on and plugged in.

- 2) **Check for broadband router or access point malfunctions.** Common reasons why routers fail are caused by overheating, excessive traffic, or simply an older unit going faulty.
 - Start by unplugging the router and firing it back up again.
 - You can also reset it by holding down its reset button (when on) for **30 seconds**. Whilst still holding down the reset button, unplug the router from the power and hold for an additional **30 seconds**. Still holding down the reset button, turn on power to the router again and hold for **30 seconds** more. This 90 second process will restore your router to the factory default state

- 3) **Check for service provider problems.** Your Internet service provider may be having issues connecting to local or international servers, or your broadband service may be capped.
 - Call your service provider to check that you have not reached your download limit for your particular plan.
 - Contact your service provider to see if they are experiencing an outage.

Should you still have trouble, call tekkiehelp on **+65 81138682** and we will send out a tekkiehelp representative to assist you as soon as possible.