
How to fix your Computer
Class 4 – Internet Problems
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Types of Internet

Dial-Up Internet – Uses the phone line to connect to the internet and has a maximum speed of 56kbps. Typically providers like AOL, MSN, Yahoo, Netzero, Earthlink and other companies offer dial-up service.

Hightspeed – DSL and Cable Internet (Comcast/Brighthouse) connect through a hightspeed connection and have speeds at least 10 times faster than dial-up internet.

Dial-Up Internet Not Working

If your dial-up internet is not working, check the obvious first:

- 1) Is the phone line still plugged in from the wall outlet to the computer? Did the connection come loose? Did something damage the cable (perhaps an animal or small child)?
- 2) Does the outlet still have service? Try plugging in a phone to the outlet where your computer is plugged in to determine whether the phone outlet is still working.
- 3) Are there any surge strips connected through the phone line that could be causing a lack of connection? Try connecting the computer phone line strait to the wall and bypassing the surge strip.
- 4) Try a different phone cable.
- 5) Make sure the phone line is connected from the wall to the 'Line' connection on the modem. There are usually two connections on the modem: 'Phone' and 'Line'

When you complete checking the above things you will know the for certain that the phone service, outlet, and cable are all connected correctly. Now you can start checking the operating system for problems.

- 1) Check to make sure the modem is still installed. Go to the Device Manager in the 'Control Panel' to make sure the modem is still installed and that you don't have any 'Unknown Devices'
- 2) Check to make sure the modem can run a query, go to 'Control Panel' and then click 'Phone and Modems.' Click the Modem and click 'Properties' then run a Diagnostic. This will tell you if the modem is installed correctly.

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After checking the above options you will know whether the modem is installed correctly. The final thing you will want to check is whether the ISP is setup to use your modem. This depends on the ISP you use but you will need to make sure it is not setup to use an old modem or a different connection.

If you still cannot get online you may need to replace the modem.

Highspeed Internet Not Working

If your highspeed internet is not working you will also want to start with the basics:

- 1) Check to make sure that all of the connections are secure
- 2) Does your DSL or Cable Modem have the lights on?
- 3) Try unplugging your DSL or Cable Modem, wait 2 minutes, then plug it back in and restart your computer.
- 4) Is the internet or Cable light on?
- 5) Call your service provider to make sure the internet is not down in your area.

If you check the above you can be fairly certain the hardware is working. Now lets investigate the software.

- 1) From within Windows, click Start>Run, type 'cmd' and then click 'OK'
 - a. Type 'ipconfig' and see if the computer is getting an IP address, it usually starts with 192 or something close to that.
 - b. Type 'ping www.google.com' to see if your ping requests get replies or if they do not. This will tell you if you have an internet connection.
- 2) Try opening a webpage in Internet Explorer, go to www.google.com or another reliable webpage. Sometimes webservers go down so it could just be a problem with the website you were trying to visit.
- 3) Have you installed any firewalls lately that could be blocking your connection?

If you still cannot connect, you may have a bad network card.

If you are on wireless internet you may be connecting to the wrong wireless network. It is common for wireless computer to pickup neighboring networks sometimes. Be sure you are connected to your network.

If you have any question on the material above please contact me
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