Mango Tipsheet
Making your computing easier

Broadband Internet Does Not Work
DIY Quick Fix

This is not a comprehensive guide to fixing the problem. Just something to do before you call the repair man. If it works it may save you time and money.

Caution: If you are unsure of your computer skills you may be advised to leave this to a professional. By using the advice discussed in this Tipsheet, you agree to hold Larry Walker and Mango Computer Tuition totally free from any responsibility or liability for any and all injury and equipment damage.

Sooner or later you will have a problem connecting to the internet.

Firstly, don't worry. It is often a simple problem that either fixes itself or is easy to fix. If the problem is persistent you may want to contact your computer guy, but if it just happens once in awhile you may try the steps below.

If you don't want to get the least bit technical you could try this. Just turn your computer off for 10 or 15 minutes. If it works great, you don't even have to read the rest of this Tipsheet. If turning off your computer doesn't work read on.

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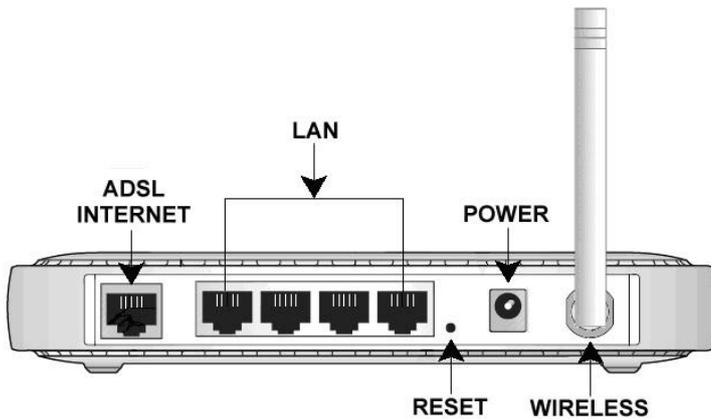## Things to check before you call your computer guy.
Step 1:
- If you are familiar with the connections you should check that all the wires are properly connected.
  - The illustration on page 2 may help with this
- If all the wires are OK go to step 2
  - If you are not familiar with the connections, or rather not check them, you can still try step 2

Step 2:
This step is broken down to a number of smaller steps
- Turn off your computer
- Unplug the power supply cord to your modem (the next page has some illustrations to help you find the power supply cord)
- **Wait 10 minutes**
- Plug the power supply into the modem
- If you are familiar with the meaning of the lights on the modem wait until they are indicating all is well.
  - If not familiar with the lights just wait a couple of minutes until the all settle down (one or two may continue to flash)
- Turn on the computer
- Test to see if the internet is working
- Basically you just rebooted the modem. In many cases this is all that is necessary.
- If you still can't get on the internet, it may be time to call your computer guy.
- **If you are lucky enough to live in the Redlands area (Redland City) of Brisbane; we invite you to make Mango Computer Tuition, your computer guy**

Power Supply and Cord

Above left is a typical ADSL Modem/Router
Above right is a typical Modem/Router Powersupply
They may not look exactly like yours, but the pictures should still be helpful

Connections:

- **Power**: this is the one we are currently interested in. It is where we unplug/plug in the power supply
  - o It normally is a small round hole that looks like the example
- **ADSL** Internet: this is where you plug in the line from your telephone connection
- **LAN**: You may only have one (not four)
  - o This is where you plug in the cable that connects the modem/router to your computer
    - ▪ They look like fat telephone connections
  - o Some people have a USB connection rather than a LAN (Ethernet) connection
    - ▪ That's not a concern in this Tipsheet as we are only concerned with the power supply connection.

I hope this helps to make your computing easier
"... doing it simply, but doing it well …"

Mango Computer Tuition
07 3820 8822
www.mangocomp.com