

Solving Internet and Email Problems

Problems with Internet and Email are extremely annoying. However, your first thought should not always be to call your Internet Service Provider. This can not only result in a long wait for assistance, but you may not resolve the problem because it might be out of their control. This guide can help you figure out what might be going on and determine if you should call your provider.

Is It Just One Service or Website?

Say your email program is not working. Maybe Spotify will not stream music. The first thing to do is try something else Internet related. Try another website or service that uses the Internet. If it works, odds are it just a fault with that one website or service that will come right in time. If it does not, it is improbable your ISP's techs can help. Call your favourite local computer tech and describe the problem. Be specific and give any error messages you might be getting.

Everything is Down. What Now?

If you have another Internet connected device – smartphone, tablet, Smart TV, game console – check that. If that works, then you have a software or hardware issue specific to your initial device. Try turning it off then on again. If it still fails, or you do not have another device to try, move on to the next step. If all of your devices are down, then it is a fault with either your connection, modem/router or Fibre box. Try turning them off and then on again. If that does not work, wait for at least an hour and check again before calling your Internet provider. If they are having problems then multiple customers are likely affected and they will all be trying to get through as well. Adding one more person on hold is pointless and wastes your time.

The Problem Is Isolated to One Device or You Only Have One Device

If it is a tablet or smartphone, it is difficult to conclude much as they usually do not give you much information back when the Internet is down. If this is the case, try to turn your modem router and/or Fibre box off then on as described above. Only call your provider if it is still not working after an hour. If you have a computer, then this can give you more information to diagnose the problem. All versions of Windows have a Network icon in the bottom right hand corner of the screen, in an area known as the system tray (Figure 1). You may need to click an arrow in the area to reveal it. It looks different depending on if you are connected with a cable or wireless. They also look slightly different depending on which version of Windows you are running but should still be recognisable. These examples are from Windows 10.

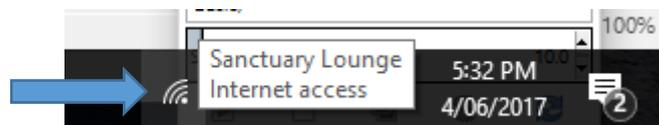


Figure 1: System Tray with Network Icon

Click the Network icon (Figure 1, highlighted by Arrow). This will give you more information.



1. **Connected But No Internet**

If the box that comes up tells you that you are connected but there is no Internet, have a look at your modem router. There is usually an indicator light that tells you if it is online. If this is out, the problem is the modem or your connection. If it does not come right within one hour and after restarting modem router, call your provider. Ask if there are any known issues in your area. If there are not, assume the problem is likely your modem router. If all of the indicator lights are on, assume it is an issue with your computer. In both case contact your local computer technician. The Internet Provider's technician is unlikely to be able to help you.

2. **Red X and/or No Connections Available**

If you are connected via a cable and not wireless, this means either there is a problem with the network plug on your computer or the cable (though this is unlikely). Check and make sure the cable is secure at both ends. If you have no luck, contact your favourite local technician. If you are on Wireless, then you have either a fault with your wireless receiver, its antennas, or your modem/router.

You may have accidentally turned your Wireless off. Click the button highlighted by the arrow in Figure 2 to bring up the Network information.

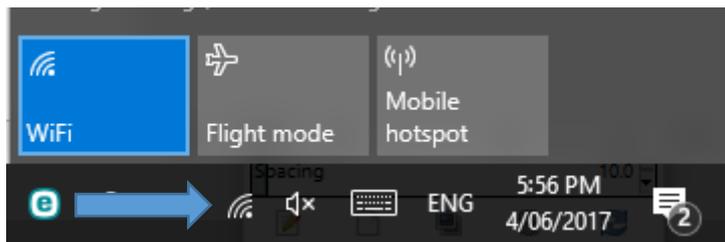


Figure 2: Wifi Toggle Button Turned On

If this is the same grey as the other two buttons in Figure 2, click it and that might solve your problem. If "Flight Mode" is highlighted blue and is not grey, click on that to turn it off. If you cannot get the "Wifi" button to turn blue as shown in Figure 2 by clicking on it, then there is likely a software or hardware problem that will need to be handled by a computer technician.