@bsolute pc solutions

Verify if only one or all computers are having problems connecting to the Internet

Case 1- Only one computer can't connect

a) **Verify that network cable is properly connected to computer** (There should be a green/yellow light on Network card)
b) **Restart computer**

(If still having problems)
Call number below

Case 2- All Computers are having problems connecting

a) **Verify that router and modem have power and all that cables are properly connected**
b) **Verify that lights on modem and router are solid green**
c) **Reset Cable/DSL modem** (Wait 1 minute until lights are solid green)
d) **Reset router** (unplug wait 3 seconds and reconnect)
e) **Restart computers**

(If still having problems)
Call your Service Provider (Rogers/Bell Sympatico) to verify if they are experiencing network difficulties
Rogers: 1888 288-4663
Sympatico: 310-7873

(If ISP reports no problems)
Call number below

Absolute PC Solutions

Tel: 647 288-2882
Cell: 416 897-993