

## Support & FAQ

### Support Internet

When you encounter a problem with your Internet connection, you should try to determine whether the problem is with your equipment (PC, laptop, iPad, wireless router, etc...) or your ISP (Internet Service Provider). The best way to solve problems is by using the process of elimination. The following steps will help you determine where the problem lies.

#### Step 1:

**Power off the modem (always try this first, even if the Internet is working well on some devices)**



Rebooting the modem is the first step you should try and will sometimes solve your home internet connectivity problems.

#### **Hearst Connect Modem/Router:**

Power off the modem by unplugging the power cord from the power outlet/power strip, wait 60 seconds and plug it back in. Wait for 5 minutes or until the Service light flashes green again.

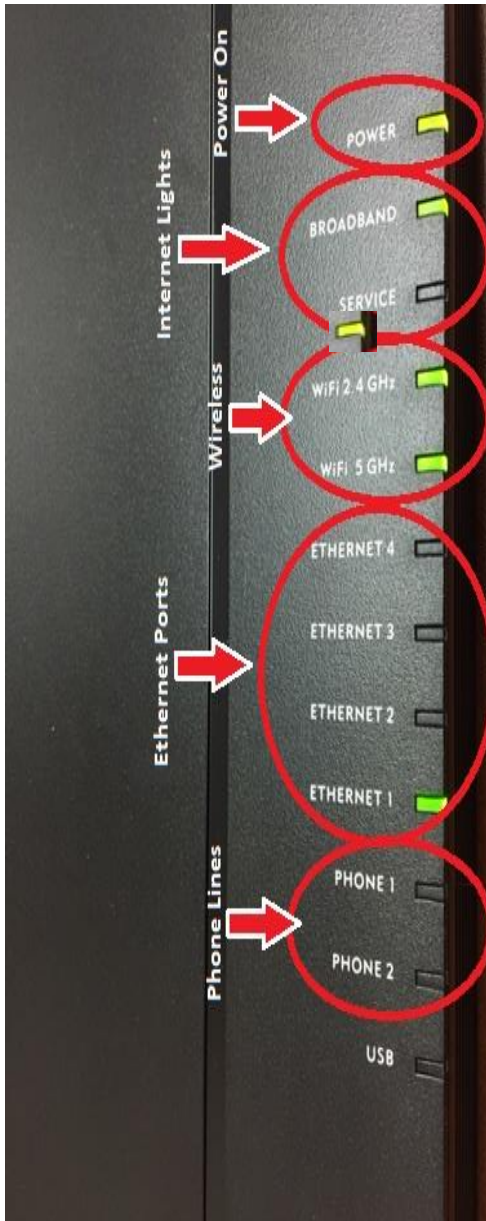
Once you have completed this step, try to connect to the Internet.

If you have more than one computer or device on your network, try to access the Internet on each one to ensure the problem isn't specific to a single device. If

the problem is only on one device/computer, the problem is within this particular device and not with Hearst Connect's Internet

## Step 2:

Check the lights on the modem. The lights on the modem can help indicate where the problem is located.



**The POWER light: Needs to be solid green.**

If there is no light:

- ✓ Check the power cord connection.
- ✓ Check the power bar, if any, and make sure it's on.
- ✓ Connect something, like a lamp, in the same outlet to test the outlet.

**The BROADBAND light: Needs to be solid green.**

This light indicates that you are connected to our equipment. When powered on, it takes a few minutes for the modem to connect.

If the Broadband light is not on and it has been a while that the modem was powered on, it could mean that the modem is having trouble connecting to our office.

- ✓ Visually inspect the fibre optic cord connected to the modem for any damage, kinks...

**The SERVICE light: Should be flashing green.**

The service light indicates that there is communication on the Internet. This light will be green when the modem is connected to the Internet. If it is red, contact us.

**The WIRELESS 2.4 GHz and 5 GHz lights: Should be solid or flashing green.**

The WiFi 2.4GHz and WiFi 5GHz lights indicate that there is communication over the wireless network.

**The ETHERNET 1, 2, 3 and 4 lights**

These lights are associated with the four ports on the back of the modem. The light flashes to indicate communication on that port. For example, if you have a computer that is wired to the modem and is connected to ETHERNET 1 port, the light will flash indicating communication on that port.

If you are still having issues after having tried the above,

call our office at 705-372-2848 and we will be happy to help.