**Can't get online?**

**Simple checks before calling support: Is the problem Modem, Router or Computer.**

**1. Check that your modem has all the lights on and if using a router, that it's lights are on as well.**

**2.Restart the computer, wait for it to load completely. Click the big E to bring up Internet Explorer. (or bring up the browser you use such as Firefox or Chrome). Does your home page load?  If you don't have a home page set for your browser, just type in a URL such as [www.hp.com](http://www.hp.com).  Does the website load?**

 **3. If not, Do a Power cycle to be sure the IP addresses are being assigned.**

   **a. Turn off the computer.**

   **b. Turn off the modem**

   **c. Pull the power cable  on the router.**

   **Wait  a minute.**

   **d. Turn on the modem and wait for the lights.**

   **e. Plug in the power cord for the router. It's lights will light up immediately.**

   **f. Power up the computer, wait for it to load.**

   **g. Bring up your browser** and go to a website if you don't have a home page set.

4. If it still does not go to a website, you need to determine if it's the modem or the router. So bypass the router.

   a. Unplug the  cable from the WAN port of the router and plug it into the ethernet port on your computer, thereby having the modem connected directly to the computer without the router.

b. Now bring up the browser and try going to a web site.  It you can go to a website now, you have a problem with the router.  It may just be a setting. Contact the router manufacturer support and let them help you.

5. If you still do not get to a web site with the computer connected directly to the modem, you have a computer problem or a modem problem.  IF you're using a laptop, bypass the modem to determine if it's the modem or your computer. Take your laptop to a cafe or recreation center which has Wi-Fi.  Try getting to a website with your computer using their Wi-Fi.  If you can get to a website without your modem, then it's most likely your broadband service that's down or your modem needs replacing, so call your broadband service for support.

If you can't get to a website using their Wi-Fi then think if you've downloaded updates just before the problem started. If so, you may want to uninstall those updates and try connecting to the web again.  Or have you just installed a new program?  IF it turns out that the modem is the problem, you can always download those updates again or re-install the program.

If you do the above before calling for support, they're going to be much more helpful.

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