

**NAPLES COMPUTERS HOW-TO • NETWORKS & WI-FI**

# Internet Not Working? What to Do Before You Call Anyone

Internet down, or just acting up? Before you call your provider, or call us, there are a few things worth checking yourself. This guide covers confirming it's really your internet, checking the modem and router lights, restarting them in the right order, telling an outage from a problem at home, and using Windows 11's built-in connection status to check and reconnect to Wi-Fi.

## Is it really **the internet**?

- ☐ Try another website or app  
If just one is down, that's its problem, not yours
- ☐ Try another device  
A phone, tablet, or another computer, on the same Wi-Fi
- ☐ Turn off Wi-Fi on your phone  
If websites load on cellular data, the problem is at home

## Check the **lights**

- ☐ No lights at all?  
Check the power cord and the outlet, or try a different outlet
- ☐ Power light on, but no internet light?  
That usually points to an outage, or a problem on your provider's end
- ☐ Modem lights look fine?  
Check your router next; it should show Wi-Fi activity too
- ☐ A light blinking fast?  
Usually means it's still starting up or still trying to connect; give it a minute

## Restart them, **in order**

- ☐ Unplug the modem and router  
Pull the power cords, not just a button

- ☐ Wait 30 seconds  
Let them fully power down
- ☐ Plug in the modem first  
Wait a minute or two, until its lights settle
- ☐ Then plug in the router  
Give it another minute or two to fully start up
- ☐ Still stuck? Restart your computer or device too  
A simple restart clears up more problems than you'd think

## Outage, or something at home?

- ☐ Check your provider's outage map or status page  
Most providers post real-time status online or in their app
- ☐ Call your provider's automated line  
Many report outages in your area before a person even answers
- ☐ Ask a neighbor  
If their internet is down too, it's likely not your equipment
- ☐ During a storm or bad weather  
Outages are common then, and usually clear up once service is restored in the area

## What to check when the internet isn't working

### WINDOWS 11

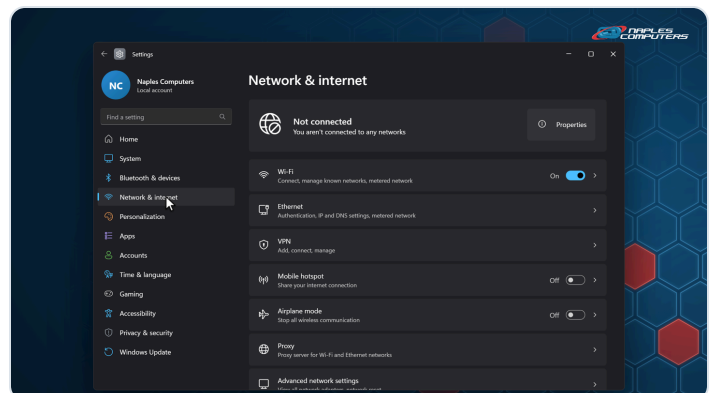


### Windows 11 has a built-in connection status screen

Settings → Network & internet shows, right at the top, whether you're connected, and to what.

#### WHAT TO DO

Not connected, or connected but nothing loads? That's your first clue to keep troubleshooting.



## WINDOWS 11

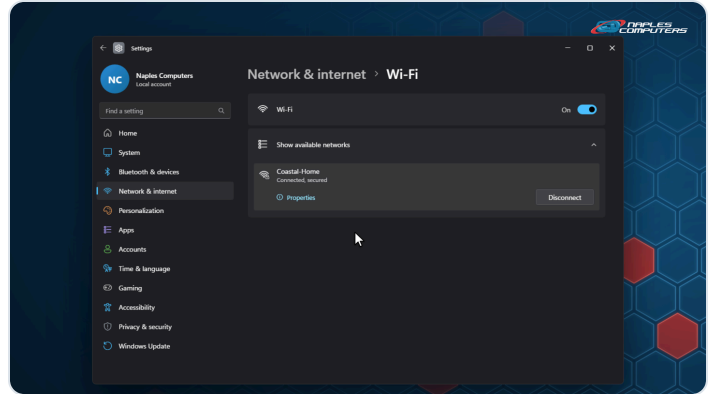


### Reconnect to your Wi-Fi network

Click Wi-Fi, choose your network, and connect again, just like the first time you joined it.

#### WHAT TO DO

Already connected, but still nothing loads?  
Disconnect, then click your network again and reconnect, the same way, for a fresh start.



## When to call for help

- ☐ Your provider, if it's on their end  
An outage, or a problem with the line coming into your home
- ☐ Us, if the equipment itself seems to be the problem  
An old router, a modem that won't come back online, or anything confusing
- ☐ Anytime it's been down more than an hour or two  
No need to keep troubleshooting alone that whole time

## Recap: internet not working

- ☐ Confirm it's really the internet, not one site or app
- ☐ Check the modem and router lights
- ☐ Restart modem, then router, then your device
- ☐ Check an outage map, or ask a neighbor
- ☐ Use Windows 11's connection status screen
- ☐ Reconnect to Wi-Fi if it won't come back

**Restart order matters: modem first, then router, then your device, each time giving the lights a minute or two to settle. Restarting out of order, or too quickly, is the most common reason a restart doesn't seem to help.**



Still down after checking everything?

**Call 239-513-1960**

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