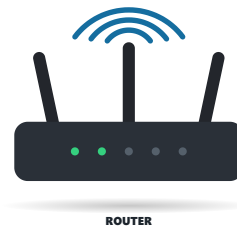


Internet Not Working? Try This First

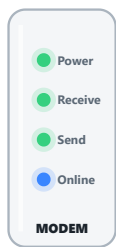
A few things to check, in the right order, before you call anyone.



*We Make
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Happen!™*

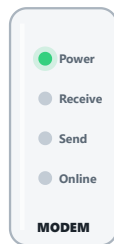
1 Confirm It's Your Internet

Try another **device**, or turn off Wi-Fi on your phone to check **cellular data**.



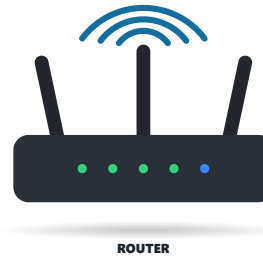
2 Check the Lights

No lights, or no **internet light**?
That's often the first clue.



3 Check the Router Too

It should show **Wi-Fi activity** lights as well.



4 Restart: Modem First

Unplug both, wait **30 seconds**, then plug in the modem and wait for its lights to settle.



Unplug 30 seconds · plug back in, one at a time

5 Then the Router, Then Your Device

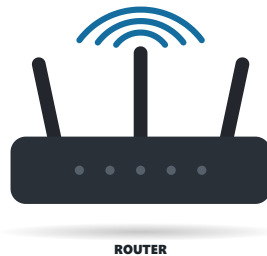
Give each a minute or two before testing again.



Unplug 30 seconds · plug back in, one at a time

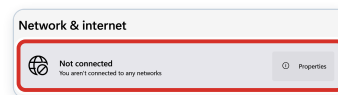
6 Outage, or Your Equipment?

Check your provider's **outage map**, or ask a neighbor if theirs is down too.



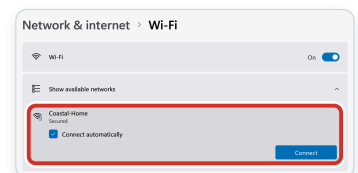
7 Check Your Status in Windows 11

Settings → **Network & internet** shows if you're connected.



8 Reconnect to Wi-Fi

Click **Wi-Fi**, choose your network, and click **Connect**.



Good to Know

- **Restart order matters:** modem first, then router, then your device, giving each a minute or two to settle.
- Still down after checking everything? It may be an **outage**, not something you can fix at home.
- Not sure what's wrong? Call **239-513-1960** and we'll help you figure it out.



Need Help?

Contact Naples Computers

239-513-1960

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