

## China Creek Internet Service LTD Trouble Shooting Guide

If your internet connection stops working for some reason, here are a few things to try before calling in for technical support.

- 1) Most computer problems can be fixed by simply restarting your computer. Restart your PC, wait for it to fully load up, then try the Internet.
- 2) If restarting your PC still does not make the internet work, then it is time to check the cables. Make sure the yellow Internet cable is firmly plugged into the Internet Power supply box. Follow the yellow cable and make sure the other end is firmly plugged into your router or computer.
- 3) If the Internet cable is plugged in all the way and the internet still does not work, it is time to power cycle the Internet equipment starting with your router if you have one. If you have a router, locate its power cable. The power cable will be the one that plugs into the back of your router and goes to either a power bar or wall outlet. Unplugging the power cable will cause all of the lights on the router to go out. Wait at least 30 seconds, then plug the power cable back in. Wait a few minutes for the router to fully boot up again, then try the Internet.
- 4) If power cycling the router still does not make the Internet work, then it is time to power cycle the Internet receiver unit. The power supply for the internet receiver is called "*Injector of Power over Ethernet*" (POE for short) and looks like the diagram below.



Locate the POE device and first make sure its green LED is on. If the green LED is **not** on, then the Internet will not work. Locate the power cord for the POE and make sure it is plugged into a power bar or wall outlet. If the POE power cord is plugged in but the green LED is not on, try a different wall outlet or power bar outlet. If that still doesn't make the green LED come on, then call us. If the POE LED is on, then to power cycle the Internet receiver, locate the cable on the opposite side of the green LED. There will be a red warning label where the cable plugs in. Unplug the cable and wait for at least 30 seconds. Plug the cable back in and wait for a few minutes for the Internet receiver to boot up. Try the Internet.

- 5) If the Internet still does not work then call our toll free line at 1-866-936-7375 to get further technical support.