Troubleshooting Internet/Computers

This tutorial is going to provide you with tips on how to troubleshoot your internet and computer. There are also links attached to the youtube videos.

- In troubleshooting: only try out one idea at a time
- Generic problem solving:
  - Look for a pattern
  - Guess and check
  - Draw a picture
  - Work backward
- If no harm will be done, "cycling the power" is too often the answer
  - Use a bigger hammer
  - If brute force is not producing what you want - maybe you're not using enough of it
- Troubleshooting very often requires much more perspiration than inspiration
  - Sometimes - it's better to be lucky, than good
  - "The harder I work, the luckier I get."
  - "Good judgement comes from experience, and experience comes from poor judgement."

This tutorial links to and summarizes 5 YouTube videos about the Internet, and 5 videos about the Chromebook.

[Solve 99% of the problems](#)

This link is from broadbandnow.com, but it is good starting at 0:30.

If your Internet misbehaves: find your router and/or modem. The modem is connected to your Internet source. The router is connected to the modem, and routinely has one or more antennas. You could have a gateway (modem plus router).

1. Unplug the router
    (don't use the On/Off switch)
2. Wait 2 minutes
3. Plug it back in
4. Wait for flashing green or blue lights
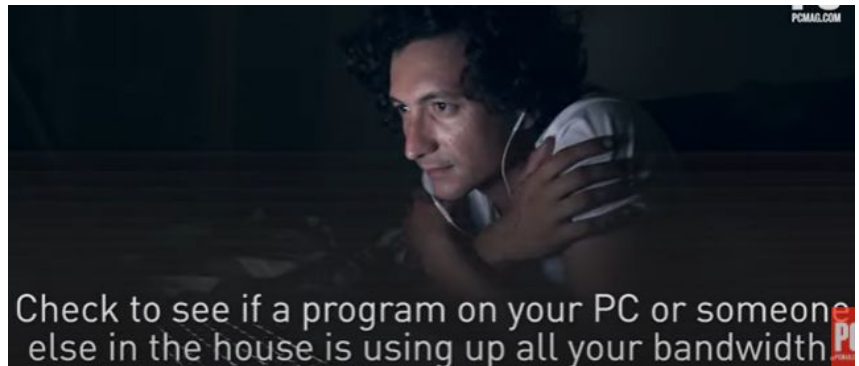
THAT! … will solve the problem 99% of the time!

Make sure the appropriate LED status indicators are lit up on your modem or router.

[12 Tips](link) ... no voice, only English subtitles

1. Try other devices
2. Scan for viruses
3. Check your Internet package
4. Bypass your DNS server
5. Decode the blinking lights
6. Who else is using the Internet? ⟶

Check to see if a program on your PC or someone else in the house is using up all your bandwidth

7. Get a better signal
8. Update you firmware
9. Wipe your settings clean (small reset button on the back of the router)
10. Upgrade to a faster router
11. Head to the source (check for squirrel damage to cables)
12. Dial up your ISP

[Restarting your modem and router](#)

1. Make sure all your connections are good
2. Turn off the computer, router, and modem (pull the power cord if possible, On/Off switch does not do a full reset)
3. Wait for 20 seconds
4. Restore power to the modem
5. Wait for lights to stabilize
6. Restore power to the router
7. Wait for lights to stabilize
8. Turn the computer back on
9. On the computer: check for the Internet connection

You may have a separate modem and router, or they may be combined.

Troubleshooting your Internet connection

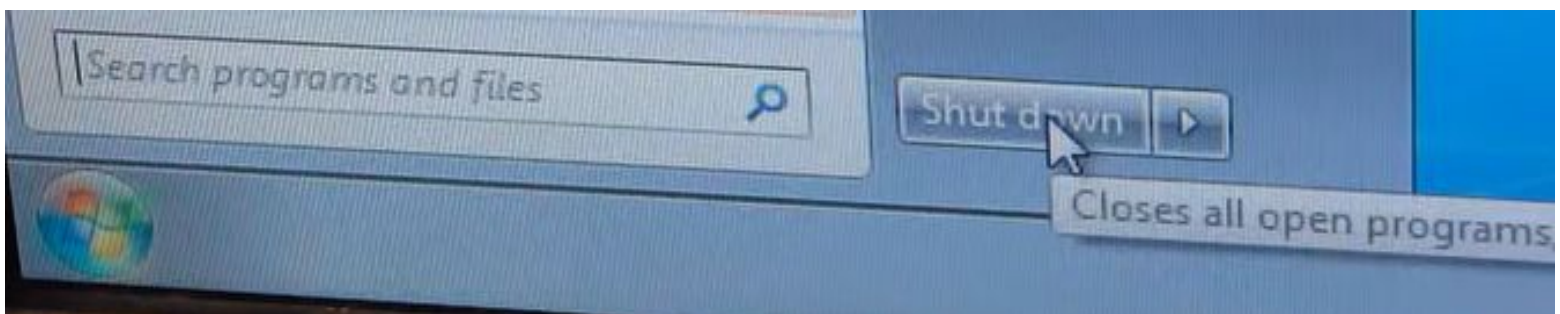Some parts of this video are specific to the vendor Xtream/Mediacom.

1. Check for outages (Xtream/Mediacom specific)
2. Power cycle your modem and router
   a. Unplug the power cords (don't just use the On/Off switch), wait 30 seconds, then reconnect the cords.
   b. If problem persists: unscrew the coax cord, wait 30 seconds, reconnect.
   c. If problem persists: take the modem-to-router cable and connect it from modem to computer. This removes the router from the puzzle. If the problem goes away, then the problem is with the router.
3. Slow internet connection
   a. Try to visit different web pages.
   b. Try different devices (e.g. cell phones).
4. Send a reset signal (Xtream/Mediacom specific)
5. Run a speed test (Xtream/Mediacom specific)
   a. Move connection to the wall to a different wall outlet.
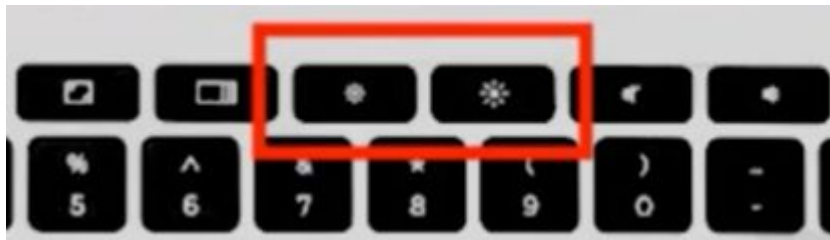
How to troubleshoot your Internet connection

1. Unplug power to modem and router
2. Wait about 10 seconds for power charge to fully drain
3. Connect power to modem first (look for 3 green lights)
4. Connect power to router (should get 4th green light on the modem)
5. If the problem persists: "Shut down" computer ("Restart" is not sufficient), and turn the computer back on
6. If the problem persists: call your service provider and ask for a new modem
7. If the issue is the WiFi between the wireless router and wireless devices, then search YouTube for a different video.

Troubleshooting Chromebooks

1. (0:18) Black screen?
   a. Press and hold the power button, then press the reload button
   b. Screen brightness may be turned all the way down
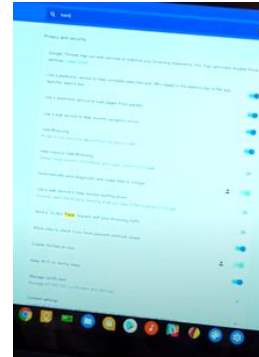   i. Use the brightness function keys

2. (1:00) Chromebook won't turn on when fully charged
   a. Power cord trick
      i. Close the lid of the Chromebook
      ii. Use the power cord to plug the Chromebook into power
      iii. Open the lid of the Chromebook
3. (1:30) Charging issues
   a. Use the power cord to plug-in Chromebook
   b. The light next to the power cord: any color is good news. No light: call support.
4. (2:05) Text/pictures are too small or too large
   a. Use Ctrl and '+' or '-' at the same time to enlarge or shrink

5. (2:25) Connect to the Internet the first time fails
   a. Use power button to power down, then power up

New Chromebook? 10 Things You Need To Know

1. (1:25) Plug in the power cord before you turn it On the first time
2. (2:00) You need to get a Google account
   a. It is a very useful gateway
   b. It is "the keys of the kingdom"
   c. Your work is always accessible no matter whose Chromebook you are using
3. (3:40) Use your ports
   a. Plug in all sorts of stuff - just see if it works
4. (4:30) Getting around your settings
   a. There are a bunch of configuration settings
   b. System tray, "gear" icon
      i. Use the Search bar to find what you're looking for
5. (5:15) How to extend your display
   a. HDMI cable to an external monitor or TV
   b. Settings will pop up, and it allows you to arrange how the screens are assigned
6. (6:30) Keyboard shortcuts
   a. The top row function keys are labeled
   b. Ctrl-C copy ... Ctrl-P paste
   c. Ctrl-Alt-Shift-? ... brings up a searchable screen of all possible shortcuts
7. (7:40) Navigating your trackpad … all gestures work on all Chromebooks
   a. 1-finger gestures
      i. In Settings: tap to click, or press to click
   b. 2-finger gestures
      i. Right-click
      ii. Scroll
   c. 3-finger gestures
      i. Go to overview mode
      ii. click to close (on a tab)
8. (9:20) Navigating your tablet UI
   a. The desktop gets replaced with the App drawer
   b. Swipe from the bottom
   c. Swipe from the top
9. (10:25) Leveraging Android and Linux apps
   a. Playstore icon
10. (11:30) Powerwash your Chromebook
    a. Reconfigures Chromebook back to factory settings
    b. Settings, search for "powerwash"
    c. Does not affect your Google account

[How to fix a Chromebook that will not turn on](#)

1. (0:24) Make sure the Chromebook is charged
2. (0:33) Do a "hard reset": hold down the Refresh and Power buttons at the same time for 10 seconds.

3. (0:45) Hold down the Power button until the screen comes on
4. (1:05) If this does not work, plug into a charger and make sure the power light comes on when it is charging.
5. (1:12) Then do the "hard reset" again.

[How to open up and fix a Chromebook](#)

A good demo of opening up a Chromebook to get to the battery and circuitry. The rest of the video gets fairly deep.
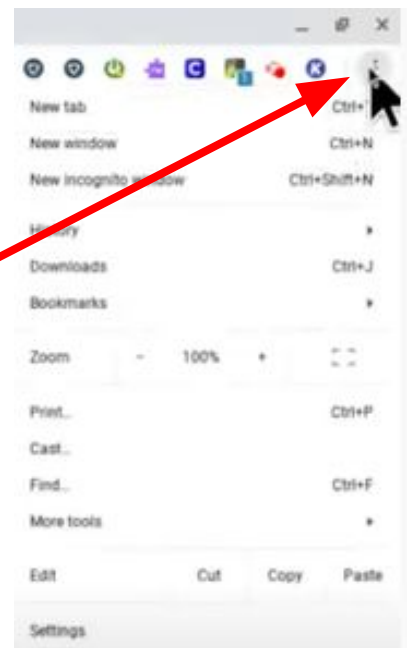
<u>Chromebook Troubleshooting Tips</u>

1. (0:15) Device charging
   a. Plug in charger and confirm the indicator light comes on
   b. Leave the Chromebook to charge for a day
2. (2:05) Soft reset of the Chromebook ... keys or trackpad not working
   a. Do "refresh power up" … hold the Refresh button, press the Power button, when the screen comes up - release the Refresh button
3. (3:17) Reset Chrome browser settings
   a. Bring up the Chrome browser
   b. Click on the 3 vertical dots on the top-right
   c. Scroll down to "Settings" and select
   d. Scroll down to "Advanced" and select
   e. Scroll all the way to the bottom and select "Restore settings to their original defaults"
   f. Select "Reset settings" button
4. (5:12) Checking for Chrome updates
   a. Click on the time widget in the lower-right
   b. Find and select the "gear" icon
   c. In the top-left, select the 3 horizontal bars
   d. Scroll down and select "About Chrome OS"
   e. Find and select the "Update" or "Restart" button