

The Town of Prosper has been working with Connected Nation and local broadband providers to improve and expand broadband service in the Town. As part of this effort we have developed an educational campaign to assist residents in your use of broadband services. This is the first in a series of monthly releases directed at common broadband challenges. For more tips and tricks, including what may be slowing your internet speed, head to <https://www.prospertx.gov/broadband-service-improvements/>

### Internet Quick-Fix Sheet: No Connection

Avoid a headache and try these common fixes before you call your provider.



**#1 Fix** – Unplug your devices for 60 seconds, starting with your modem, then router. This will reset them.

- Please note: generally, the lights on your router should be green. If one is another color, there could be a problem. Check what each color corresponds to on your router and contact your provider.
- If your router is more than 5-years-old, it may not be made for modern speeds or data.



**#2 Fix** – Check that the Wi-Fi on your laptop turned on. It's equivalent to putting your phone in and out of airplane mode.

On a Mac product, locate the Wi-Fi icon in the main menu at the top of the screen.

- Click the Wi-Fi icon (  or  ) in the menu bar. If the icon is just an outline of the Wi-Fi symbol, it is turned off.
- Click the icon and if the Wi-Fi is off, choose "Turn Wi-Fi on."
- Then, choose your preferred Wi-Fi network from the list and enter the password.

On a Windows Machine

- Check the toggle on a laptop; check the "Device Manager" or click the wireless icon in the system tray beside the clock.

### Other Common Causes

- Construction cuts a fiber line – check with provider or their website (most have an outage page)
- Severe weather or a tree limb takes out a line – look outside for downed lines
- Check the cable running to your devices – has it frayed or been chewed by a pet?