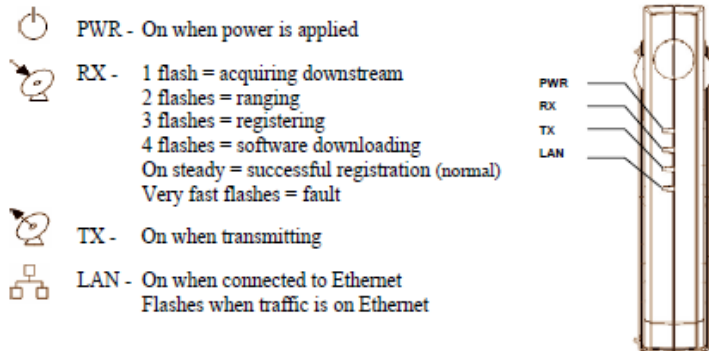


WILD BLUE



If the top light is off, make sure the modem is plugged in.

If the top two lights are on, but you can't access the Internet, and you have a router hooked to your modem, unplug the router for one minute then plug it back in, and see if you can access the internet.

If that doesn't work power down your computer, disconnect the router, hook the modem directly to your computer, then turn the computer back on, and see if you can access the Internet. If you can, your router may be causing the problem.

If you can't access the Internet try rebooting the modem by unplugging the power for two minutes, then plugging it back in, and try accessing the Internet.

If it works then try re-hooking your router back up, after your router is hooked back up try accessing the Internet, if it works leave it in, if it doesn't work take it out.

If you're not able to access the Internet after rebooting your modem it may be a hardware issue, give AKL Security a call at 1-877-445-5444 to determine what the issue is.

If the top light is on, but second light is off, the modem is powered but lost signal.

If you have a router, disconnect the modem from your router and connect the modem directly to your computer.

Then power down your computer, then unplug the power on your modem for two minutes, plug it back in and let it reboot. Once the top two lights are solid turn your computer back on, and verify that you can access the Internet.

If the second light does not come on after 10 minutes, you may need to try this step again, if you can access the Internet you can re-hook up your router if you have one.

If that doesn't work, there may be a hardware issue, give AKL Security a call at 1-877-445-5444 to determine what the issue is.

Over For Speed Issues →

Package_____

	Package speeds	Actual at Install
Download		
Upload		

Test your download and upload speed at <http://speakeasy.net/speedtest/> click on Chicago

If you're noticing slower internet speeds there are two things that may need to be done

- Clear your history, cookies, and temp. internet files
 1. click on the START button
 2. click on control panel
 3. click on internet options
 4. make sure your on general
 5. click on settings for browsing history
 6. change days to keep pages in history to 0
 7. click ok
 8. click delete for browsing history
 9. check preserve favorites website data
 10. check temp. internet files
 11. check cookies
 12. check history
 13. click on delete
 14. check delete browsing history on exit
 15. click apply then ok

- Defragment your hard drive
 1. click on the START button
 2. click on my computer
 3. right click on drive C:
 4. click on properties
 5. click on the tools tab
 6. click on defragment now
 7. follow the instructions