

Town of Warwick Broadband Service Troubleshooting Guide

At present, Warwick Broadband is essentially a volunteer operation. If you need help, please follow these instructions before contacting our support staff. The first question you will be asked if you call is whether you have done this. If you have not, you'll be asked to go through these steps and call back if you still need help.

- 1. If you're having trouble with your Internet connection, read this:**
- 6. Check that the power supply is plugged into a working outlet. There is a green light on the power supply to indicate there is power. It should be lit.**
- 7. The other end of the power supply is plugged into your computer or into your router. Please make sure it is properly connected.**
- 8. The Ethernet cable that comes from the radio/receiver is plugged into the large jack on your router or computer. Please make sure it is properly connected.**

If you cannot connect to the internet, please do the following:

- 6. Turn off your computer.**
- 7. Unplug your router, if you use one.**
- 8. Unplug the power supply so that the green light is off for 1 minute**
- 9. Plug the power supply back in.**
- 10. Plug in your router, if you use one.**
- 11. Restart your computer.**
- 12. Start your web browser and see if you can connect to the Internet now.**

If you still cannot connect to the Internet call the Warwick Broadband support team at 978-724-4506.

Our e-mail address is warwickbroadband@gmail.com.