

There are times when it will become necessary to invest in a new modem for your computer. As this is highspeed; some older (computer) modems cannot adapt to the speed of the wifi going through it and it will stall or drop the signal.

When our technicians are called out and it is a router problem. There will be service charges implemented.

Router troubleshoot \$25.00 per call

Cable work (prehook) \$30.00 per hour + material

Install Software/ Basic Hardware work \$25.00

General tune-up of computer and settings \$45.00

Material costs:

Cable \$0.75 / ft Data ends \$1.00 each

Please make arrangements with the tech, some issues can be rectified over the phone if it is just a reset for your router

Beausoleil Broadband Trouble shooting Guide

IP

Subnet mask: 255.255.255.128
Default Gateway: 208.80.102.129
DNS Server: 208.80.96.96
DNS Server: 208.80.97.197



Canopy 900 mhz
Subscriber module



Surge Suppressor



Router



Wifi systems– laptops,
cell phones,
game systems,
Bluray players, etc.



When you go down sometimes just waiting for the signal to reboot is best, wait 10 minutes, then retry connecting. If that doesn't work troubleshoot your wifi modem in laptop. Go to connections and follow instructions to reset your network adapter. If this doesn't work reset your router by unplugging for 1 minute then plug back in and wait for it to refresh.

Check cords to ensure they are properly plugged into receptacle of router.

If necessary unplug surge suppressor for 1 minute and plug back in wait up to 3 minutes for subscriber module and router to interface.

If these steps do not repair your connection please contact network administrator at:

(705)247-2051 ext. 232 or ext. 237

Because we are on Broadband radio waves weather will interfere with signals, and intermittent wifi outages will happen.

Please note that we do have the information for packet loss for signal and monitor all subscriber modules. If it is a radio or a power problem it will show in our charts. In most cases the problems lie with the customer components. We can walk you through over the phone to reset, but try the above steps first.

Do NOT push the reset button on your router, this will reset your router to factory state and erases all information for your subscriber module.

Do NOT take the surge suppressor apart and reroute wires, major component damage will happen to subscriber module or your router.

Do NOT try to re-aim Subscriber Module, it is set for maximum signal strength and is set by the NOC office in Barrie