Internet Tips/Troubleshooting

Trouble Connecting to the Internet?

Be certain the fiber optic battery power supply is plugged in. See **Battery Removal/Replacement** section of website booklet for pictures of what the power supply looks like if you are unsure. If unplugged, the telephone will work a limited time during a power outage off the battery , but the internet will not.

1. *Try power-cycling the router*: This can be accomplished by unplugging the electrical power cord from the back of the router from the electrical outlet.
2. *Check Your Settings*: First, check your Wi-Fi settings. Go to **Settings > Network & Internet > Wi-Fi. Switch Wi-Fi to the On position.**
3. *Check Your Access Points:* Check the cables that go to and from your router.
4. *Go Around Obstacles:* Walls, furniture, and other obstructions can be the reason why you're unable to go online. Moving closer to the router can re-establish the connection.
5. Check the Wi-Fi Name and Password: Check the network name and password of the network connection. If you're use to connecting automatically when in range of a router but are no longer able to, changes may have been made to the network while you're away.
6. *Update Windows*: Your network problems could be caused by your system. If that is the case, Windows could have possibly released a fix. Try updating your Windows machine to the latest release.
7. *Open Windows Network Diagnostics:* Windows has a tool called Windows Network Diagnostics that lets users troubleshoot connection issues.
Go to **Windows Settings > Network & Internet > Status. Under Change Your Network Settings, click Network Troubleshooter.**

If this doesn't resolve your issue, please call technical support at SKSRT to troubleshoot further or call 24-hour Internet Tech Support 304-567-8911 or 800-753-7228.

Need to Reset your Router Password?
Below is a list of some of the most popular brands with links to step by step directions.

Linksys Router
Customer Support: 1-800-326-7114
Website: www.linksys.com
Link for directions: https://www.linksys.com/us/support-article?articleNum=135554

TP-Link Router
Customer support: 1-866-255-8139
Website: www.tp-link.com
Link for directions: https://www.tp-link.com/us/support/faq/191/

Belkin Router:
Customer Support: 1-800-223-5546
Website: www.belkin.com
Link for directions: https://www.belkin.com/us/support-article?articleNum=8345

NetGear Router:
Customer Support: 1-888-638-4327
Website: www.netgear.com
Visit: https://kb.netgear.com/23439/How-do-I-change-my-NETGEAR-router-s-WiFi-password-or-network-name-SSID