



When Your Network Goes Down: A Business Guide



KEYTECH
Unlock your company's potential

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Welcome to Your Network Troubleshooting Guide

At Keytech, we understand that network issues can bring your business to a standstill. That's why we've created this straightforward guide to help you get back online quickly and efficiently.

Why This Guide?

- Save valuable time during network emergencies
- Solve common issues without technical expertise
- Know exactly when to call for professional help
- Prevent future network problems
- Minimize business disruption

How to Use This Guide

1. Start with the "First Steps" checklist - these quick checks solve many common problems
2. If the issue persists, find your specific problem in the "Common Issues" section
3. Follow the steps in order
4. If you need help at any point, our expert team is just a phone call away

What's Inside:

First Steps Anyone Can Take Slow Internet Connection Solutions
WiFi Connection Problems "No Internet" Warning Fixes
When to Call the Experts

Remember: Our team at Keytech is always here to help if you need additional support.

First Steps Anyone Can Take:

⚡ Before calling for support, try these quick checks - they solve most common network issues.

📌 Basic Checks

- Check if other devices can connect

Test your connection with different devices (like your phone or a tablet). This simple check tells you if it's your whole network that's down or just one device having problems. Think of it like checking if the whole street has lost power or if it's just your house.

- Restart your router and modem (wait 30 seconds between unplugging and plugging back in)

Unplug both devices (you may only have a router) from the power for 30 seconds (timing matters!). Plug in the modem first, wait for the lights to settle down, and then plug in the router. This "power cycle" often fixes connection issues by clearing temporary problems.

- Verify all cables are properly connected

Make sure all network cables are pushed in firmly (listen for a "click"). Focus on the cables going to and from your router - even a slightly loose connection can cause problems. Check both ends of each cable.

- Look for service provider outages in your area

Visit your provider's service status page or check their social media for reported problems in your area. If nearby businesses have the same issue, it's likely a provider problem rather than something in your office.

Pro Tip

Keep a charged mobile device ready for network emergencies - it's your backup for contacting support when your main device can't get online.

Common Issues & Quick Fixes:

Slow Internet Connection

- Close unused browser tabs and applications

Having too many browser tabs or programs open can slow your connection. Close anything you're not actively using - especially streaming services, file downloads and cloud backup programs.

- Run a speed test at speedtest.net

Visit speedtest.net to check your current connection speed. Run the test twice to get an accurate reading. If speeds are much lower than expected, take a screenshot to share with your provider.

- Check who's using the network

Large downloads, video calls or multiple streaming can slow everyone down. Check if colleagues are running bandwidth-heavy tasks. Consider scheduling these activities at different times.

- Clear browser cache and cookies

Over time, stored website data can slow your browsing. Clear your cache and cookies through your browser settings - this often helps speed things up.

Wi-Fi Connection Problems

- Check Wi-Fi is enabled on your device

It's simple but often overlooked - make sure your device's WiFi is turned on. Look for the WiFi symbol in your taskbar (computer) or settings (mobile/tablet). If it's grey or shows as "off", click to enable it.

Pro Tip

Schedule large downloads or system updates for off-peak hours (like overnight) to avoid slowing down your connection during business hours.

- Verify you're connecting to the correct network

Double-check you're trying to connect to your business network, not a guest network or nearby business's WiFi. Your business network name should be saved in your device's preferred networks, if you've connected before.

- Move closer to the router

WiFi signals weaken through walls and distance. If possible, move closer to the router or try working from a different spot. If you regularly have weak signal in certain areas, let your IT Team know - they might recommend a WiFi booster or extender.

- Try connecting via ethernet cable

For the most stable connection, plug directly into the router or wall network port using an ethernet cable. This bypasses any WiFi issues and usually provides faster speeds.

"No Internet" Warning

- Check network adapter settings

Right-click your network icon and select "Network Settings". Make sure your network adapter isn't disabled and that "Airplane mode" is off. If in doubt restart your device - this often resets network settings to working order.

- Ensure IP settings are correct

Your device will usually obtain an IP address automatically. If you've previously used manual settings, this might cause problems. Contact your IT Team to confirm the settings for your network.

- Try using a different device

If another device connects successfully, the problem is likely with your device not the network. This helps narrow down where the problem lies.

- Test alternative DNS settings

If websites won't load but your network seems connected, it might be a DNS issue. Your IT Team can provide details that might help with this.

Pro Tip

Take a photo of your working network settings when everything's running smoothly. This gives you a reference point when troubleshooting.

Need Expert Help?

If these steps haven't resolved your issue, our expert team is ready to help. We provide fast, professional support to get your business back online quickly

We're here to help with:

- Rapid remote support

Most issues can be fixed within minutes through our secure remote access.

- On-site assistance when needed

When hands-on help is needed, we'll be there.

- Network security checks

Ensuring your connection is not just working, but secure.

- Preventive maintenance

Stop issues before they affect your business.

Get In Touch:

📞 Call: 0113 531 5400

✉ Email: info@keytech.ltd

🌐 Website: www.keytech.ltd

Available Monday to Friday 9:00AM to 5:00PM

Scan for immediate
access to our
support resources



Save our number now - when network issues strike, you'll be glad you did!