**Company K Network and Wi-Fi Issues**

**1. Purpose**

This document outlines the procedures for troubleshooting common network and Wi-Fi issues at Company K. The guide is designed to help employees resolve basic connectivity problems before escalating them to the IT department.

**2. Scope**

This guide applies to all Company K employees experiencing issues with their wired or wireless network connection, whether they are working on-site or remotely. The instructions cover problems with connectivity, slow speeds, and intermittent Wi-Fi disconnections.

### **General Troubleshooting for Network and Wi-Fi Issues**

Before moving to specific cases, ensure you perform these general checks:

1. **Restart the Device:**
   * Reboot the computer, laptop, or mobile device. Many temporary connection issues can be resolved with a simple restart.
2. **Check for Network Outages:**
   * If multiple employees are facing network problems, it might be a broader network outage. Contact IT to verify if there is a system-wide issue.
3. **Check Wi-Fi Password:**
   * Ensure that you are entering the correct password for the Wi-Fi network. Verify with IT if there has been a recent change to the network credentials.
4. **Verify Router and Modem Status (If Remote):**
   * Make sure the modem and router are powered on and functioning correctly. Restarting them can often resolve connectivity issues.

### **Common Network and Wi-Fi Issues**

#### **1. Can’t Connect to Wi-Fi**

##### **Step 1: Verify Network Selection**

* Check if you are attempting to connect to the correct Wi-Fi network. Select the company network (e.g., "Company K Wi-Fi") and re-enter the password if necessary.

##### **Step 2: Check Airplane Mode**

* Ensure that your device is not in airplane mode, which disables wireless communication. Turn off airplane mode if it's enabled.

##### **Step 3: Forget Wi-Fi Network and Reconnect**

* On **Windows**: Go to "Settings" → "Network & Internet" → "Wi-Fi" → "Manage Known Networks" and forget the Wi-Fi network. Then, reconnect.
* On **macOS**: Go to "System Preferences" → "Network" → "Wi-Fi" → "Advanced," then select the network and click the minus (-) button to forget it. Reconnect to the network.

##### **Step 4: Restart Router and Modem**

* If you're working remotely, power cycle your router and modem by unplugging them for 30 seconds, then plugging them back in. Wait a few minutes for the network to come back online.

##### **Step 5: Network Adapter Reset (Windows)**

* On Windows, go to "Device Manager," find "Network Adapters," and right-click the Wi-Fi adapter. Select "Disable," wait a few seconds, then enable it again.

##### **Step 6: IT Assistance**

* If the issue persists, contact the IT department for assistance, as it may be a network configuration issue or a hardware problem.

#### **2. Slow Internet Connection**

##### **Step 1: Test Internet Speed**

* Use a service like [speedtest.net](https://www.speedtest.net/) to check your internet speed. If the speed is significantly lower than expected, proceed with troubleshooting.

##### **Step 2: Check for Bandwidth-Hogging Applications**

* Close applications or browser tabs that may be using large amounts of bandwidth, such as streaming services, cloud backups, or large file downloads.

##### **Step 3: Move Closer to the Router**

* For Wi-Fi connections, the distance from the router can impact signal strength. Try moving closer to the router to see if it improves the connection.

##### **Step 4: Switch Wi-Fi Frequency**

* Many routers broadcast on both 2.4 GHz and 5 GHz frequencies. The 5 GHz frequency often provides faster speeds but has a shorter range. Try switching to the other band:
  + On Windows/macOS, select the 5 GHz or 2.4 GHz version of your Wi-Fi network (if available).

##### **Step 5: Check for Interference**

* Other wireless devices (e.g., cordless phones, microwaves) may cause interference. Try to reduce interference by keeping these devices away from the router or switching Wi-Fi channels.

##### **Step 6: Restart Router**

* Restart the router to clear any temporary congestion or network issues. If remote, ask your local network administrator to restart the router.

#### **3. Intermittent Wi-Fi Disconnections**

##### **Step 1: Check Signal Strength**

* Weak Wi-Fi signals often result in intermittent disconnections. Ensure your device is within range of the router and free from physical obstructions (e.g., walls, furniture).

##### **Step 2: Update Network Drivers**

* On **Windows**: Go to "Device Manager," locate your network adapter, right-click, and select "Update Driver."
* On **macOS**: Ensure you are running the latest macOS update. Go to "System Preferences" → "Software Update."

##### **Step 3: Reset Network Settings**

* **Windows**: Go to "Settings" → "Network & Internet" → "Status" → "Network reset." This will reset all network adapters and reinstall them.
* **macOS**: Open "System Preferences" → "Network," click Wi-Fi, then the minus (-) button, and re-add it.

##### **Step 4: Router Channel Interference**

* In densely populated areas or offices with multiple Wi-Fi networks, routers on the same channel can cause interference. IT can change the Wi-Fi channel via the router settings to reduce this interference.

##### **Step 5: Restart Devices**

* Restart both the computer and the router. If using a mobile device, restart that as well.

#### **4. No Internet Connection (Wired Network)**

##### **Step 1: Check Ethernet Cable Connection**

* Ensure that the Ethernet cable is securely plugged into both the computer and the network port.

##### **Step 2: Try a Different Port**

* Plug the Ethernet cable into a different port on the router or switch to ensure the original port isn’t faulty.

##### **Step 3: Test with Another Device**

* If available, try using a different device to connect to the same Ethernet port and determine if the issue is specific to your computer.

##### **Step 4: Network Adapter Reset**

* **Windows**: Go to "Device Manager," right-click the Ethernet adapter, and select "Disable." Wait for 10 seconds, then enable it again.
* **macOS**: Go to "System Preferences" → "Network" and re-enable the Ethernet connection.

##### **Step 5: IT Assistance**

* If the connection is still not working, report the issue to IT for further investigation. It may be related to the network switch, firewall, or other equipment.

#### **5. Can’t Access Specific Websites or Services**

##### **Step 1: Test with Other Websites**

* If a specific website or service isn’t loading, check if other websites are working. This will determine if the problem is with the website or your connection.

##### **Step 2: Clear Browser Cache**

* Clear the browser’s cache and cookies. In most browsers, you can do this by going to "Settings" → "Privacy and Security" → "Clear Browsing Data."

##### **Step 3: Check Firewall or VPN**

* If you are using a firewall or VPN, it may be blocking access to certain sites. Temporarily disable these services to see if that resolves the issue.

##### **Step 4: Check Network Restrictions**

* Company K may have network restrictions that block access to certain websites. Verify with IT if the website is restricted or blacklisted.

### **Contact IT for Further Assistance**

If these troubleshooting steps do not resolve the issue, please contact the IT department for further assistance. You can submit a support ticket through the Company K IT helpdesk or call it@companyk.com. Be sure to provide detailed information about the problem you are experiencing.