If your Internet is not working, please try the following steps before calling for support.

IF YOU DO NOT HAVE A ROUTER

1. Unplug the power supply for 10sec then plug it back in. (It is a black rectangle box pictured below) Make sure the green light comes on.

2. Trace the power cord to the back of the P.C. Unplug the cable from where it plugs into the pc(as shown below). Then plug it back in, make sure that you hear it click.

3. Reboot your computer (*power off then back on*)

*If you have a router also do the following steps

1. Unplug power from the router for 10sec then plug it back in.

2. Give the Router about 3 minutes to fully power on and then reboot your computer so that it can get a new address from your router.

3. If you still cannot get onto the Internet. Unplug the cable that is coming from the antenna on your roof from your router and plug it directly into the back of your pc. Then reboot your pc and try it again.

*We do not support routers. If the internet works when plugged directly into your PC but not when it is in the router please call your **router tech support #.**

In the case that you have attempted the trouble shooting above and have called in to our support and the issue can still not be resolved, if a technician is sent to your home and the issue is in your equipment and not in the Bridger Valley Electric equipment than a service charge will be added to your next bill.