

BlueberryNetworks.ca

North Eastern Ontario's premium wireless Internet Service Provider.
Currently Serving Iroquois Falls, Porquis Junction, Nellie Lake and Val Gagné.

What to do when your connection is not working...

Here's what you can do to help identify and diagnose and most likely rectify the problem.

We have two types of downtime. They are either network or internet related.

Internet Networking Problems:

- Internet related problems disable our feed to the World Wide Web.
- Occasionally all website servers go down for maintenance or they too have network feed problems.
- The network pipe between you (BlueberryNetworks) and the website you are trying to access fails. This type of failure is not common. When these outages occur, BlueberryNetworks.ca staff is on the phone with our up-stream Internet provider to report the problem and ensure that our service is restored promptly.
- BlueberryNetworks as all Internet Service Providers are at the mercy of their upstream provider.
- Our experience with upstream providers has been positive and only rarely are outages more than an hour or so.

How to test out BlueberryNetworks connectivity:

- Open up your favourite browser and in the Address Bar enter "<http://10.0.0.1>" (without the quotes)
- Press Enter or Go and in a few seconds you could connect to a page that says 'Mikrotik Router'. If you see this page it means that the local network (your BlueberryNetworks connection) is working.
- We appreciate your call if you experience this condition. The sooner we know, the sooner we call our supplier.
- It should be noted that often time website servers or Internet Connectivity providers will shut down for short periods in the early morning hours to minimize the disruption to clients everywhere.

What if it's a BlueberryNetworks problem?

- If you can't get to the "MicroTic Page." then most likely the network is down or perhaps you have a problem with your Network Interface Card (NIC) card, a router or perhaps something has become unplugged.
- A few things you should check before calling are:
 - All Ethernet Connections... They can slip out on occasion.
 - Verify that the green light is lit on your PowerShot adapter that powers the BlueberryNetworks Wireless Radio. Should the green light not be illuminated, verify that the DC adapter is plugged in.
 - If you have completed the above checks and still experience trouble, please call BlueberryNetworks at (705) 258 2583 (Blue)

Is there something else that could be done?

- First we should qualify that BlueberryNetworks responsibility stops at the Ethernet Connector that plugs into your computer's NIC card or other devices such as a router or switch.
- The following is for our more intrepid customers who want to try something at home before calling someone.
If you don't understand networking, don't worry, you don't have to!
- One way to diagnose network problems is to renew the DHCP address on your PC, router or perhaps both.
 - If you can't renew your address, try turning the power off and on again on the following pieces of equipment in your network.
 - Reset your computers NIC card. Simple but effective method is shutdown and restart your computer.
 - Unplug the round plug from the wall that goes into the black plug called "Powershot" - this will reset the radio.
 - If you have a router pull the power plug on the router out and plug it back in. Using your browser, log in to your router (usually 192.168.0.1 or 192.168.1.1) and reset or renew the WAN address. You should spend a few minutes reviewing your router manual. There are variations in network addressing, usernames and passwords. Your manual will lead you through these steps effortlessly.
 - Still not working? To reiterate, we are only responsible for the network up to your home computer network's WAN port however it is our objective to get you going as soon as possible. Please call us (258 2583).