

Frequently Experienced Problems:

Below is some advice to help you solve the more common difficulties our clients face. You never know it could be something simple.

If you find the following information useful then it might be a good idea to print off this page and file it in case of emergencies. A print friendly version is available [here](#).

Internet ADSL connection failure

When your internet connection fails we recommend the first thing to do is to check all physical cable connections to and from your PC and router/modem.

Turn off your PC or laptop, and then switch off your router (normally there is an on/off switch on the back)

Wait 10 seconds before switching on first the router and then your PC or laptop.

Give your computer time to completely start up and try again.

If this procedure fails [contact us](#) for more advice.

Virus Alerts popping up

Sometimes these can be bogus and quite convincing. Please ensure they are genuine popup windows from you antivirus program. If in doubt close all windows and run an antivirus scan directly from the antivirus program.

If this the popup still appears after the antivirus has run please [contact us](#) for more advice.

Computer going slow

Firstly close all applications and reboot

If the problem persists try uninstalling any programs that have recently been installed.

Perform a disk cleanup (START button → All Programs → Accessories → System tools).

Also update your spyware and antivirus software and run system check.

If you are not sure about doing this please [contact us](#) first

Not receiving email

Firstly close all programs and reboot.

Check your internet connection, it might be you have lost the whole connection. If so please refer to the advice on [internet connection failure](#).

If you use outlook, or a similar program, try accessing you email directly through webmail to see if the service is down. In which case you will have to ring your service provider.

If none of this helps, please [contact us](#) for more advice.