



# The Edge

Community Newsletter  
Vol. 12, Issue 5, January 2015

**The Edge Hours**  
**Tues & Wed : 10 – 4**  
**Thurs: 10 – 5**  
**Saturday: 10- 4**

## PC Troubleshooting

Computer going slow? Running defrag and the cleanup tool can help a lot! Dust inside your machine can slow it down, the extra temperatures causing throttling or worse, have it cleaned out often! Every time you install a program or driver, restart the system. Programs and drivers can be buggy if they haven't been loaded up during initial boot.

When having computer related issues, try to isolate the problem, and seek help if needed.

1. Did it work before?
2. Has anything been changed recently?
3. What happened before the issue arose?

## Broadband Troubleshooter

1. Is the computer connected to your network? (I.E wireless router or Ethernet cable)
2. Does the router have power? If not make sure it's plugged into the wall. (Look at router for power LED activity)
3. If the router will still not turn on, call an expert to diagnose if the router needs replacing. Otherwise move onto step 4.
4. If router is working, follow the Ethernet cord to where the radio dish is located. Look for any lights on the dish. **DO NOT TOUCH THE DISH.**
5. If no lights are present, make sure the POE on the Ethernet cable is plugged into the wall socket. If everything up till now has been powered on, unplug the POE, then wait 10 seconds before plugging it back in. In 5 minutes, check to see if the problem has been resolved.
6. If this did not work, feel free to call 250-269-7590 for help. If the issue is on our end, chances are we are already working on a solution! Calling more than once will not speed anything up, and remember to be polite!

## Second Intern Introduction

### Happy Holidays!

Need a simple system for home? The edge is offering Windows XP desktops for \$50.

Pentium4 3.0Ghz, 2-3 GB ram(DDR2), 80gigs HDD, CD-DVD drive. (Includes only the tower)

**Registered charities in Canada perform valuable work in our communities, and Canadians support this work in many ways.**

***The Edge's* Registered Charity #86745 45 RR0001. We welcome regular givers.**

**The Edgewood Community Internet Society RR#1 Site 5, Comp 18 Edgewood B.C. V0G 1J0**

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