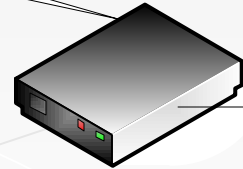


Diagram Date

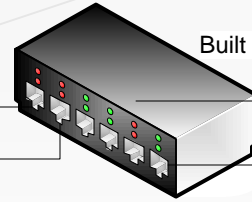
PTS Residential Network Diagram

Internet Connection

Type: DSL/CABLE
Provider:
Support #:
Account:



Internet Modem



Router

Built Into Router: Yes/No

Brand:
Model:
Login: user/pass

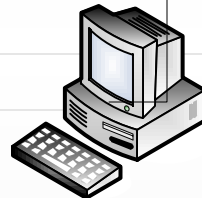


Wireless Details

Security Type: WPA/WEPA/etc
Passcode:
Network Name:

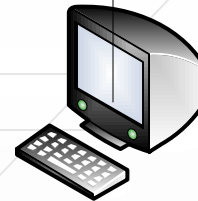
Internet Problem Steps

1. Power Off Modem, Router and PC
2. Power On Modem
3. Power On Router
4. Start your Computer
 - a. Any Known Internet Issues
 - b. Test Single PC on Modem
5. Call PTS at 203.322.4554



PC Desktop

Login Info: user/pass
AntiVirus: Yes/No
OS: Vista/XP
Remote Access: How
Manufacturer: (dell/support code)



Mac Desktop

Login Info: user/pass
OS: 10.4/10.5/etc



Laptop

Login Info: user/pass
AntiVirus: Yes/No
Remote Access: How
Manufacturer:
OS: Vista/XP/Mac Version

Backup

External Hard Drive
Carbonite Offsite

Practical Technology Solutions

www.practicaltechs.com

203.322.4554