Windows networking: ping guide

1. Click on **Start**, go to **Programs** - **Accessories**
2. Open up **Command Prompt**.
   You should see a window similar to the one below.
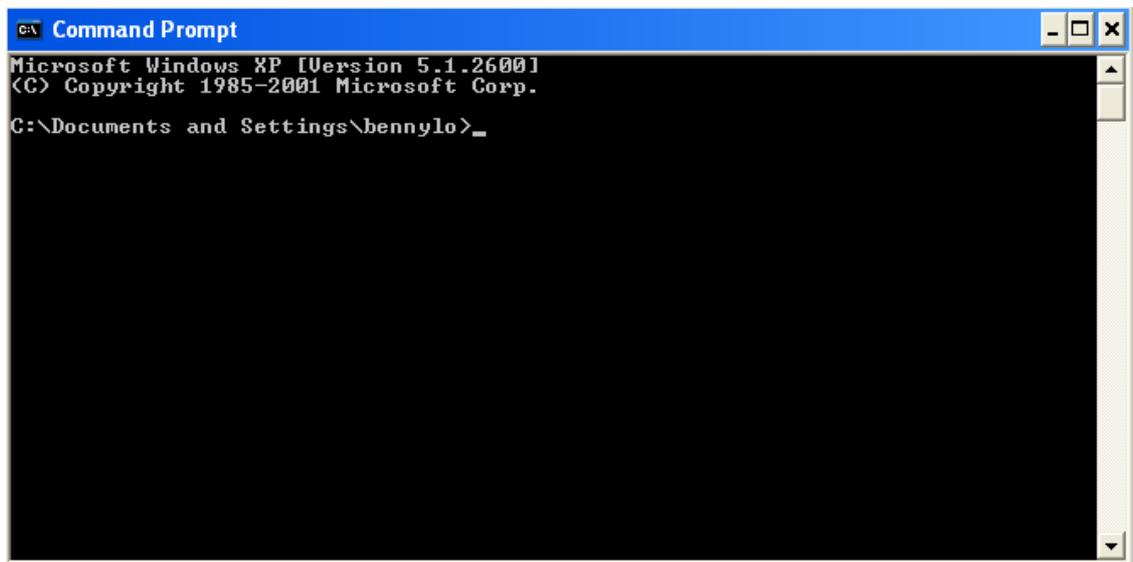
3. Type: **`ping www.google.com`** and hit the Enter key on your keyboard.
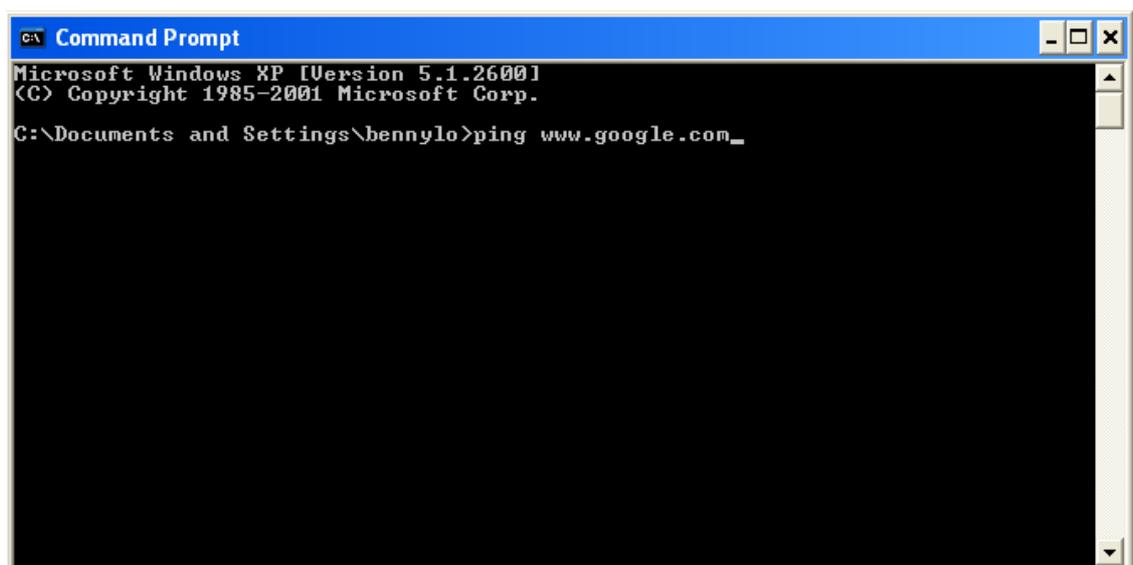
4. Look at the ping statistics.
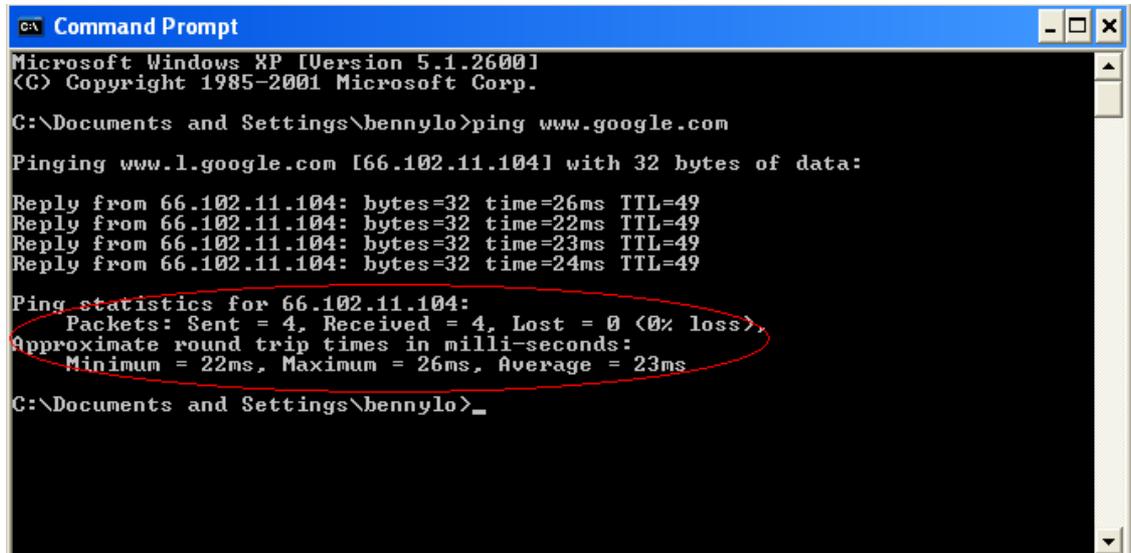
5. If Packets: Sent = 4, Received = 4, Lost = 0 (0% loss), it means the internet connectivity is in working order.

6. If the ping test result is showing something else, like:
   - Packets: Sent = 4, Received = 0, Lost = 4 (100% loss)
   - Ping request could not find host www.google.com.
   - Destination host is unreachable

   Please continue with your troubleshooting or contact our support guys with the ping test result for further investigation.