

Resetting the Cable Modem and Router

1. Follow the network cable from the computer to the router.



2. Once you have located the router unplug the power supply from the router.

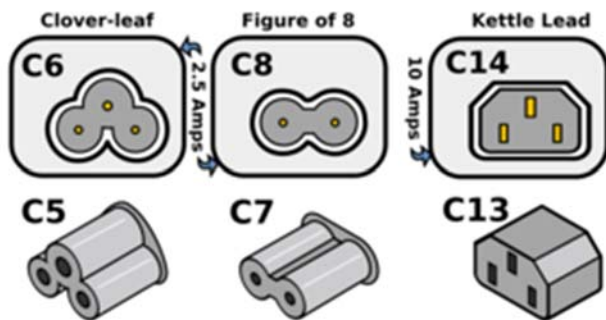


3. Follow the network cable to the cable modem, which should be located right next to the router.
4. Remove the power supply.



5. Once both are removed wait 2 minutes.
6. Plug the power supply back into the cable modem and wait 2 minutes.
7. By now all your lights should be back on, on the front of the cable modem.
8. Plug the power supply back into the router and waits 2 minutes.

Various power plugs you may encounter on modems and routers.



OR



IF YOUR CONNECTIVITY ISSUES REMAIN, REMAIN CALM, CALL IT FOR FURTHER ASSISTANCE.