

How To Restart your Cable Internet Connection

Overview: You will need to restart your cable modem, your router, your computer in that order.

1. You will first need to identify your modem and your router.



Cable Modem



Router

2. Unplug the power cable from the back of the modem AND router. Both power cables are small black round plugs (see below) and are identical. Make sure that you remember which one goes to which.



3. Wait for 1 minute
4. Plug the power cable back into the cable modem. Wait until most of the cable modem lights are on solid (i.e. not blinking), especially the cable and/or internet light are on solid (assuming you can see the labels).



5. Plug the power cable back into the router.
6. Reboot your computer (Start Menu → Shut Down etc.)

After your computer has completely rebooted, check your internet connection by opening Internet Explorer and attempting to surf the web. If you can surf the web, then your internet connection was restored using this method.