

How To Restart your Cable Internet Connection

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

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



*Cable Modem
(Arris modem pictured)*

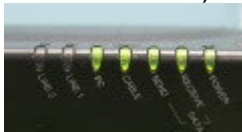


*Router
(Linksys wireless router pictured)*

2. Unplug the power cable from the back of the router. The power cable is a small black round plug (see below).



3. On the modem, locate the reset button (a small hole with a button inside on the back of the modem) Take a paper clip and insert it into the hole and push the button once. This action resets the modem.
4. 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.