



Pulling Your Hair Out Over Your Internet Connection?



High Speed Internet connections sometimes just go off, for no apparent reason!

The main symptom: you can't connect to the Internet or do email.

Try this **simple remedy** before calling your Internet provider:

Do This:

More Information:

1. Find your modem and your router .	Your modem is _____ for your _____ service. It is _____ in color. Your router is _____. It is _____ in color.
2. Re-sync the system: Unplug the modem. Unplug the router.	Simply unplug the power cables to the modem and router only . The power cables are usually small, black and round, and they usually go to a power brick. Don't unplug any other cables . Be sure to keep track of which power cable goes to which device!
3. Wait 2 minutes .	This is very important! If you have DSL and you don't wait at least 2 minutes , this procedure won't work . If you have cable, 30 seconds is sufficient.
4. Plug in the modem power cable.	Its lights will flash. Eventually, they should settle down and at least two of them should be on solid: a light marked _____ which shows that the power is on, and a sync light marked _____ which indicates the signal has been re-established. Note: If the sync light never stops blinking, there is something wrong with your service.
5. Plug in the router power cable.	Its lights will flash.
6. Wait another minute.	The router will give new addresses to your computer(s).
7. Your computer(s) should now be back on the Internet	If not, reboot them and check your Internet connection again before trying anything else.

This procedure will re-establish your Internet connection more than 90% of the time. If not, call **simpliTek**.