

Internet problem shooting

KEEP THIS FOR FUTURE REFERENCE

If you are unable to connect to the internet, use the following steps to reestablish your connections:

Motorola modems only: Make certain that the cable modem is not on **standby**. If modem is on **standby** only the bottom light will be lit. Push the button on top of the modem to take it out of standby.

Check status of cable modem; make sure the **online, ready, or cable** light is solid and not blinking. If light is not blinking, call a computer technician to help, it is *not* your internet, it is something with your computer itself. Continue on to next step if your modem light *is* blinking...

1. Turn off ALL computers.
2. Reboot the modem- Unplug the modem and router from the wall...make sure this is the electrical cord not any of the modem cords—Please leave all other cords connected to the modem alone.
3. Wait at least 1 minute, until all lights on modem and router stop blinking.
4. Plug your modem back into the wall.
5. Wait until you online light on the modem is solid.
6. Turn on your computer.
7. Go to the start menu and pick shut down, when menu comes up, do a restart.
8. When computer comes back up, go to internet and see if your internet is now working.

If the following steps are not successful please call City Hall offices at 906-563-9961 for further assistance