



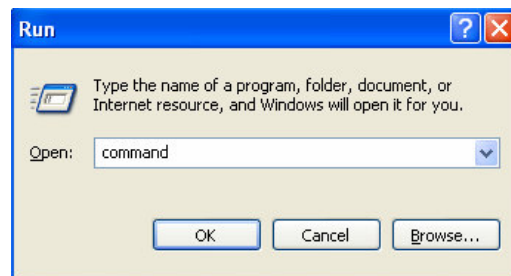
Steps to troubleshoot your cable internet before you call

1. Reboot your modem:

Unplug the **power cord** from the back of your modem, wait a few seconds, and then plug it back in. Wait until your modem syncs up (all four green lights should be solid; it typically takes about a minute). Now try to get back online or check your email.

2. Renew your IP address:

Go to **Start**, and then **Run**. Type **COMMAND** and then click **OK**.



This should bring up a MS DOS prompt. Type **ipconfig /release** and then press enter. This will release your computer's IP address. Next, type **ipconfig /renew**. This will renew your IP address (this may take about a minute). Your new IP address should begin with 66. If this is the case, try and get back online.

```
C:\WINDOWS\System32\command.com
C:\DOCUMENTS\DYLANM\1>ipconfig /release
Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    IP Address. . . . . : 0.0.0.0
    Subnet Mask . . . . . : 0.0.0.0
    Default Gateway . . . . . : 

C:\DOCUMENTS\DYLANM\1>ipconfig /renew
Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    IP Address. . . . . : 66.232.196.24
    Subnet Mask . . . . . : 255.255.248.0
    Default Gateway . . . . . : 66.232.192.1

C:\DOCUMENTS\DYLANM\1>
```

If these steps do not get you back online, feel free to give us a call at 625-5910 or 1-877-625-9901. Thanks!