



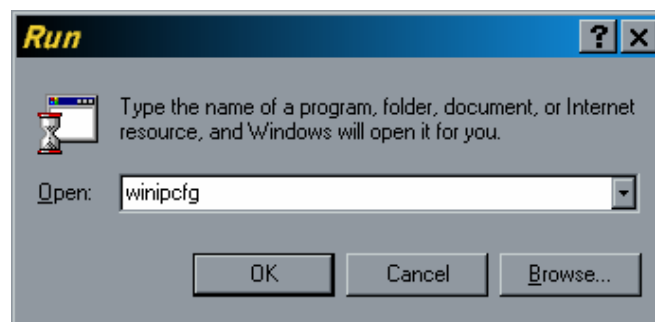
Steps to troubleshoot your cable internet before you call

1. Reboot your modem:

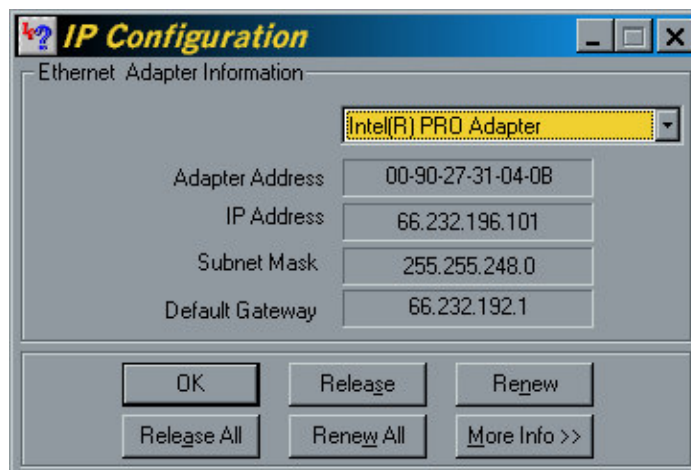
Unplug the **power cord** from the back of your modem, wait a few seconds, and then plug it back in. Wait until your modem syncs up (all four green lights should be solid; it typically takes about a minute). Now try to get back online or check your email.

2. Renew your IP address:

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



This should bring up a window that is titled **Windows IP Configuration**. Click on the drop down box until the network card (not the PPP Adapter) is shown (the name shown will vary depending on the manufacturer of your card). This window should have the IP address of your network card listed. Click the **release** button at the bottom of the window. Now click the **renew** button, and wait for a new IP address to appear in the window. The new IP address should start with 66. If you get a new IP address, try and get back online.



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