

Troubleshoot Internet

Follow these steps to troubleshoot your internet connection.

First, check the lights on your cablemodem. Below shows what a normal light pattern is on each modem. If your lights look normal then proceed to the router section below. If your lights don't look normal you should power cycle your modem, wait a few minutes and check it again. If they turn normal proceed to the router section, if they don't turn normal you should call technical support. If the `pc` light on the cablemodem is not flashing you will need to check that the cable is plugged in tight by pushing it in on each end. If you hear a `click` when pushing it in it means it was a little loose. Check the `pc` light to see if it is blinking.

- ⌵ Scientific Atlanta (white). Top `power` light and bottom `status` light are solid. The `pc` and `data` lights are randomly blinking if your computer is turned on.
- ⌵ Scientific Atlanta (black). Just make sure the `cable` light is solid and the `pc` light blinks randomly.
- ⌵ Webstar. Top `power` light and bottom `cable` light are solid. The `pc` and `data` lights are randomly blinking if your computer is turned on.
- ⌵ Motorola. Just make sure the `online` light is solid
- ⌵ Arris. The `power` and `online` lights are solid. The `ethernet` and `cable` lights may blink randomly.

If you have our telephone, you will have a black box with Arris on it. The normal light pattern for this box is all lights should be solid, except the `link` light will be blinking. If you are on the phone, the `telephone 1` may be blinking as well.

A `router` splits your internet connection so that you can hook up more than one computer to the internet. Or, you may have one computer and a wireless laptop that you

use. The `router` is usually the next device hooked to the modem. It may say Linksys, Netgear, D-Link, Belkin, or Cisco on the front and will have several square ports on the back. If you don't have a router, proceed to *Checking The Computer*.

Verify The Router

- ✘ If your modem lights are normal you may simply need to restart your router. Do this by pulling out the small black power cord in the back of the router for a few seconds and plugging it back in. You may leave your computer on while doing this. Wait for a minute, or two and try the internet again. If it doesn't come up, try typing an easy address into the address bar like `www.google.com` and hitting the `Enter` key. The internet should come up. If not, go to step 2. below.
- ✘ Restart the cablemodem by unplugging the black power cord on the back of the modem and plugging it back in. Wait for a couple of minutes till the lights on the front are normal then repeat step 1 above.
- ✘ If your internet is still not working after restarting your router you may need to do a factory reset on your router. Most routers come with a reset button in the back. Simply hold this reset button in for 10-15 seconds and let go. This will put your routers configuration back to the way it came from the store. Test your internet connection again. Remember, this will also remove any security settings you have if you have a wireless router. These security settings will need to be redone to make your wireless connection secure.

Checking The Computer

First check your cable connections to make sure the internet cable coming to the computer is pushed in all the way and the lights are blinking next to where the cable plugs in in the back of the computer. This cable looks like a big phone cable and has square connectors on each end. If you have a router this cable will go to the back of the router, if you only have the computer the cable will go to the back of the cablemodem, or black telephone box if you have our phone.

Verify Your Internet Address

- ✘ With your computer on, click on the `Start` button on the lower left of your screen.
- ✘ Click on `Run`. A new box will appear. Erase any words in the box window.
- ✘ Type in `cmd` and click on `OK`. A new black window will appear.
- ✘ Type in `ipconfig` and hit `Enter`. You should see a list of numbers. The IP address should start with 192 if you have a router. The IP should start with 208, or 69 if you just have one computer. It should *not* start with 169 or 0.
- ✘ Renew your address by typing into the black windows `ipconfig /renew` and hit `Enter`. The prompt will blink for a bit and return with a new address. If the address changed you should try the internet to see if it works.

Ping Address to Verify Connection

- Click on Run. A new box will appear. Erase any words in the box window.
- Type in `cmd` and click on OK. A new black window will appear.
- Type in `ping google.com` and hit Enter.
- You should see something like below.

```
Microsoft Windows [Version 6.0.6001] Copyright (c) 2006
Microsoft Corporation. All rights reserved.
C:UsersAdministrator>ping google.com Pinging google.com
[64.233.167.99] with 32 bytes of data:
Reply from 64.233.167.99: bytes=32 time=36ms TTL=240
Reply from 64.233.167.99: bytes=32 time=33ms TTL=240
Reply from 64.233.167.99: bytes=32 time=31ms TTL=240
Reply from 64.233.167.99: bytes=32 time=33ms TTL=240
Ping statistics for 64.233.167.99: Packets: Sent = 4,
Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds: Minimum =
31ms, Maximum = 36ms, Average = 33ms C:UsersAdministrator>
```