Power Cycle the Modem and Router

If you lose your Internet connection as a result of power fluctuations, such as those caused by storms or power switch-overs from the Electric Company, or the occasional brown-outs, you may find that power cycling your Modem and Router is all you need to get your Internet working again.

Restart the Router & Modem

1. Power down your computer properly exiting all applications and then going to START and selecting SHUTDOWN.
2. Remove the power cable from the Internet Modem.
3. If you also have a Router that plugs into your Modem, remove the power cable from the Router as well.
4. Wait 30 seconds.
5. Plug the power cable back into the MODEM FIRST! Wait for the Modem to go through its power cycle, usually indicated by lights on its panel.
6. Once the Modem is completely powered up, plug the power cable into the Router and allow it to complete its power cycle. Again, this may be indicated by panel lights.
7. Once these devices are powered up, turn your computer back on.
8. After the computer has loaded up its start-up apps it should then be able to access the Internet.

Cabling

It helps to understand how the Modem and Router interface with the computer so that you can check that all cables are connected where they should go.

The Internet cable that delivers the Internet to your site must first connect into your MODEM. There is usually a port or connection on the back of the MODEM that will say "Internet" or something as obvious.

If that is the only device you have, it will likely have a built-in Router. You can usually determine this by noting if it has several "ports" to plug in cables that go to your devices that require Internet, such as your computer.

However, most sites will have a separate Router for all the devices (like computers) to plug in. For this setup, you would first cable from your Modem to your Router in order to deliver Internet to your Router. From your Router, you will then cable in your devices so that the Internet can continue from the Router to your devices.

On the following page is a visual aid that shows how these devices interconnect.
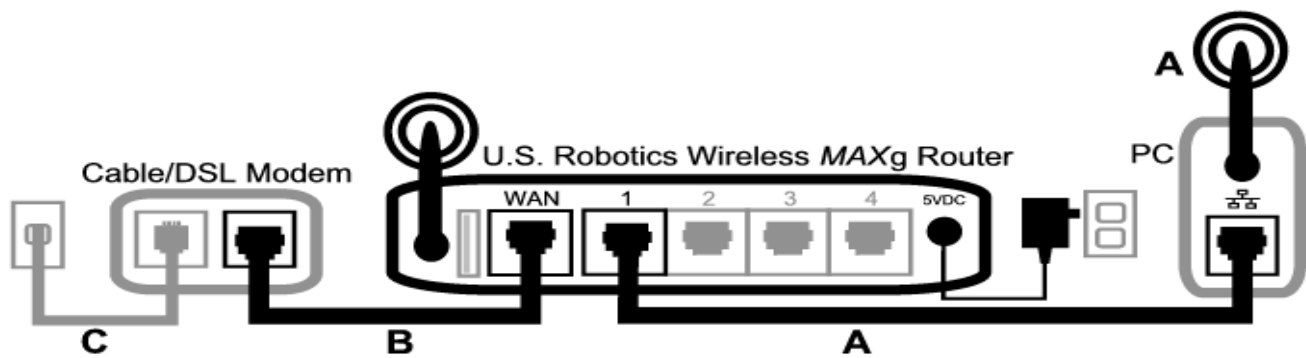
If you have two devices, such as shown above, then you have both a MODEM and a ROUTER.

The Internet provided by the ISP is cabled into the MODEM first. If you have CABLE, then this will be a CABLE MODEM. If you have DSL, then it will be a DSL MODEM. The MODEM is always the first device in the series.

From the MODEM you may have one or more output ports. If just one, then it is a MODEM only. If more than one, it likely has a built-in ROUTER as well. In the diagram above, this is a MODEM only with one output PORT.

From the MODEM PORT, you can either plug it into one computer directly or into a ROUTER. The advantages of having a ROUTER is that it allows you to connect to more than one computer and it will also provide WIRELESS Internet connectivity.

You cable the MODEM into the ROUTER's WAN PORT. If it is not labeled WAN, you can usually identify the correct port as it will be the only port that does not have a PORT number.

The ROUTER has numbered PORTS where you can cable in your computers. You only need to cable in the computers that will not be using wireless. Wireless computers do not require cabling to the Router.