



Rebooting Your Internet Modem

- **The procedure for rebooting modem:**

1. Locate the modem.
 - A modem usually has a coaxial cable coming into it (identical to your cable TV box).
 - There is at minimum one Ethernet cable coming out of the modem as well.
2. Pull the power cord from the back of the modem.
3. Wait 30 seconds
4. Put the power cord back into the modem.
5. Wait for the modem Internet/Online lights to become solid (could take up to 60 sec.)
6. Retest your Internet connection at a workstation PC.

- *If rebooting does not work, it is time to call the Internet Service Provider (Charter, Comcast, etc.)*

**These procedures are for reference only.
NetSource One is always available for assistance.**

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