
Basic Connection Troubleshooting

Sometimes it is necessary to shut down the cable modem connection completely when something isn't functioning properly. This is similar to rebooting the computer. To power cycle the cable modem and restore connectivity, follow the directions below:

- **Step 1:**
Make sure the coaxial cable is plugged securely into the modem and the wall outlet (a loose connection could result in lost or slow connectivity).
- **Step 2:**
Unplug the cable modem from the power source. Leave the modem unplugged for five minutes.
- **Step 3:**
Plug the cable modem directly into the wall outlet. Wait up to approximately five minutes for the modem to regain sync (it usually takes less the two minutes and for many people, it takes less than one minute to gain sync).
- **Step 4:**
Check the lights on the modem to insure the cable lights are steady. If the lights are illuminated, try visiting various web sites. If still unable to connect to any web sites, continue to the next step.
- **Step 5:**
Properly shut down the computer and turn off the power by pushing the on/off button on the computer.
- **Step 6:**
Restore the power and turn on the computer. Try several addresses on the web.

The lights and labeling on the cable modem will differ depending upon the type of modem. Below are articles on several popular models of cable modems.