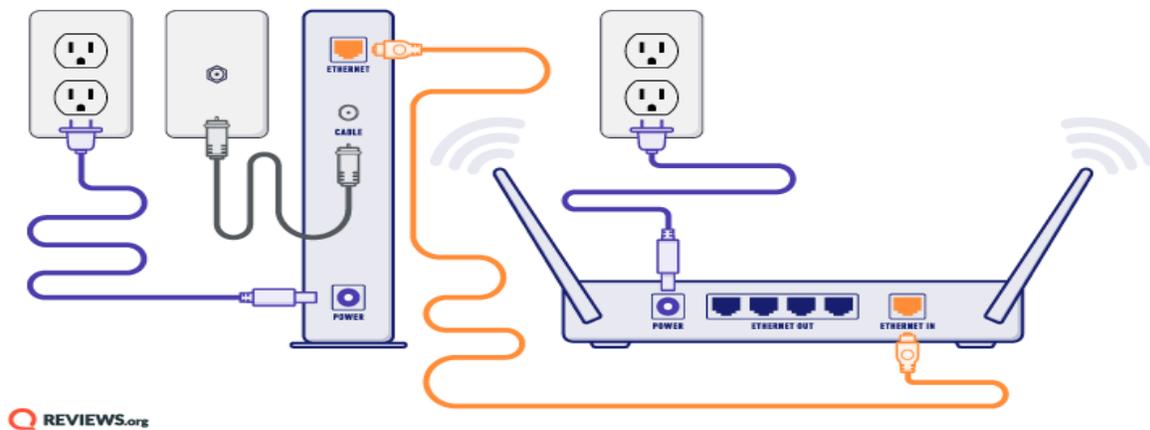


Connecting your Modem & Router



If you want to connect multiple devices to the internet through a wired or wireless connection, you'll need a router. You can set your router up right along with your modem. Instead of plugging the modem directly into your computer, you'll plug it into the router with an Ethernet cable. After that, you'll take a second Ethernet cable and connect the router to your computer. In essence, you're linking your computer to the modem *through* the router.

Test your internet connection

Once your modem and router (if you have one) are booted up, it's time to test your internet connection. Open your web browser and head to www.google.com or another search engine. If the web page loads, congrats! You've got an internet connection.

What if you don't have an internet connection?

Did your web page not load? Don't panic, there are a few more steps you can take to troubleshoot the problem:

1. **Try loading a different website or use a different device.** If a different website loads, it could be that the first website you tried is down. If a different device connects to the internet just fine, the problem might be with the first device you tried to connect.
2. **Restart your computer.** Once your computer's done rebooting, test your internet connection again.
3. **Check your cable connections.** Make sure the coax cable or phone cable, Ethernet cables, and power cord are all securely plugged in and attached to your modem and router or computer.
4. **Power cycle your modem.** Unplug your modem's power cord, disconnect your router if you have one, and let the modem sit for a few minutes. Then plug the modem back in and let it boot up all over again. After it's done booting up, you can plug the router back in and let it boot up too.

5. **Make sure you're connected to the right network.** If your computer is trying to connect to an old network, you might not get that glorious internet connection you seek. Check out our mini-guides on how to connect to a network on Windows and on a Mac below.