

## What to do when the Internet isn't working.

The first thing to do is look at the modem and router.

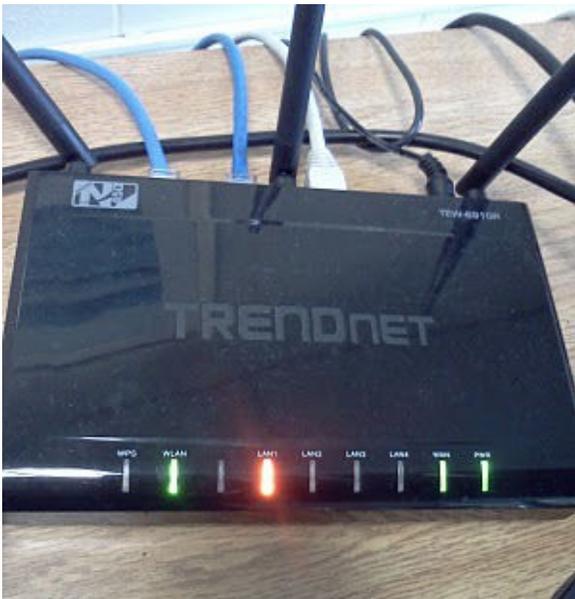
Are the lights lit?

If so, do they look like this?

This is what the Comcast modem looks like if it is working correctly.



And this is how the router should look.



If the lights are not on you should check to be sure both devices are plugged in. If they are plugged in the next thing to look at is the power strip.

All power strips have a light at the end that indicates they are powered on. It should look like this:



If it isn't lit or you can't tell (the light isn't very bright on some), flip the switch to turn it on. The switch is what is lit up (or should be) so you can't miss it.

The next step if everything is powered on is to reboot the modem and router.

Look at the back of both devices.

You will find a small hole with the word 'reset' by it.

This is on the modem.



And this is on the router.



Stick a bent paperclip or a pin in the hole and hold it for 15 to 30 seconds. The lights will go off for a moment and then come back on. It usually takes about 30 seconds for a reboot to complete.

An alternate method of rebooting is to pull the plugs on both devices. You should then wait for about 30 seconds and plug them back in.

Once the router and modem are powered up again you can try going online again. This fixes the problem in the majority of cases.

The last thing to check is whether or not everything is connected to the computer.

If everything seems right and you still can't connect, the next step is to reboot the computer.

In Windows click on the 'start' button.

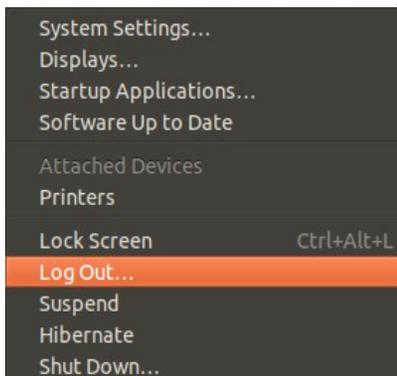
Click on 'turn off computer'.

A box will pop up.

Click on 'restart'.



In Linux click the icon at the top right of the screen.



This menu will pop up.

Click on 'Shut Down'.

A box will pop up.

Click on 'restart'.

If none of these things works you should then contact the computer administrator.

