Restarting Your Cable Modem and Router

Dear Spectrum Customer,

Restarting your equipment can fix a variety of issues. To reset:

1. Shut down your computer.
2. Unplug the power cord from the back of the cable modem.
3. Unplug the power cord from the router.
4. Wait 30 seconds.
5. Reconnect the power cord to the modem.
6. Wait two minutes for the modem to establish a connection; the modem connection lights should be solid.
7. Reconnect the power cord to the router.
8. Wait two minutes for the router to establish a connection.
9. Turn on your computer.
10. Surf to at least two Web pages to test the Internet connection.

If restarting your equipment doesn't resolve the issue, you can find more help at Spectrum.net, including equipment information and user manuals.

Thank you for choosing Spectrum.
Spectrum Support Team