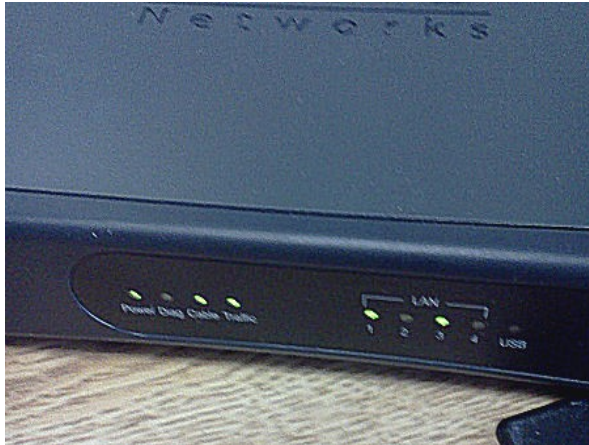


## How to reboot your modem and router

If you are having trouble with your Wi-Fi connection there are several things you should do. (This goes along with the Wi-Fi tutorial.)

The first is to take a look at the front of the modem and router and see what lights are lit. This is what the Comcast modem looks like if it is working correctly.



And this is how the router should look.



The second light from the left is orange. All the others are green. If some of those lights are not lit or if all of them are and are flashing orange it indicates there is a problem with the router or with your connection. (In the worst case the router would need to be replaced.)

If the lights look correct then you should try rebooting the modem and router. To do this:

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 modem and router are powered up again you can try going online. In the majority of cases this is all that is needed to take care of connection problems.