

Internet Service Reset



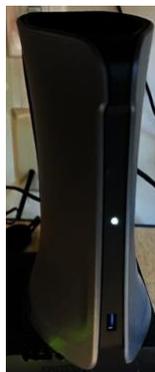
(Modem/Router Reboot)

Some customers may experience interruptions in service due to router or modem issues. If your neighbors still have service and your system is not operating properly, please try rebooting your modem and router, see below for instructions:

- 1) Power down your modem (Unplug the power connector on the back of the modem). This is the first box that connects directly to the fiber coming in through the wall. Should look like this when operating properly



- 2) Power down your router (unplugging at the back of the router is best). This is the 2nd box connected by an ethernet cable to the modem. Here are two examples:



- 3) After 2 - 3 minutes, power up your modem (The first box connected to fiber cable from the wall). Then wait 3-4 minutes as the modem goes through its startup. The lights should look like below when ready with the 4th light from the left flickering as data is transmitted to the unit.



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- 4) Then power up your Router (This is the 2nd box connected by an ethernet cable to the modem). Wait until the modem is fully initiated. See your manual for colors indicating a proper start up.

If all the above fails, call Axiom support.