INTERNET TROUBLESHOOTING FORM

Please use the following steps to troubleshoot your internet

1. Is it plugged in?
2. Are ALL the lights on? **Should be top 4 lights = green, 5th (PC) orange blinking, 6th no light. a. If flashing lights – which ones? Most likely a loose cable or crimped – please check.
   a. If all 4 green lights are on modem, then you have internet. You may need to restart your router.
   b. Standby light on but nothing else, then push standby button on top of modem (hold for a few seconds). Release and wait 5-10 seconds for modem to be back online.
   c. Receive light not flashing, then cable connections may be loose, check cable connections. If it still does not work, then you may need a new modem
   d. Send and receive flashing at same time – that means it's a rogue modem that needs permission, so we need the **HFC MAC address** off the bottom so we can fix it on our end.
3. Turn everything off, including computer and restart. *Most of the time there is an issue with the router. Power cycle the router or directly connect to a computer to check that the modem is online. If you receive connection to the computer, then it is your router and you will to power cycle your router or get a new router.
4. If you are still having trouble, complete the following information, and someone from our internet team will complete your request.
5. Please sign that you have tried all the above steps:_____

NAME: _____ DATE: _____

ROOM/ADDRESS: _____ MFC MAC Address: _____

PHONE: _____