Internet Troubleshooting
Save this for future reference

For immediate resolution, try the following:

1. Make sure all of your cable connections are securely inserted and that you have power to your modem and router.

2. Unplug the power to your Wi-Fi router from your wall outlet and leave unplugged for 1 minute, this is also called power cycle.

3. Once a minute has passed plug your router back up, wait another minute and reboot/power cycle all your devices that once were connected to your Wi-Fi router. For example, swipe the Wi-Fi button off and on, on your cell phones and tablets. All your Wi-Fi devices must **reconnect** to the Wi-Fi router after it has been restarted.

   You should never hit RESET on the modem or the router.

4. If service is still not restored, please call us for technical support.

5. Technicians are available to respond to calls 7 days a week, you must call Tech Support for after hours and weekends.

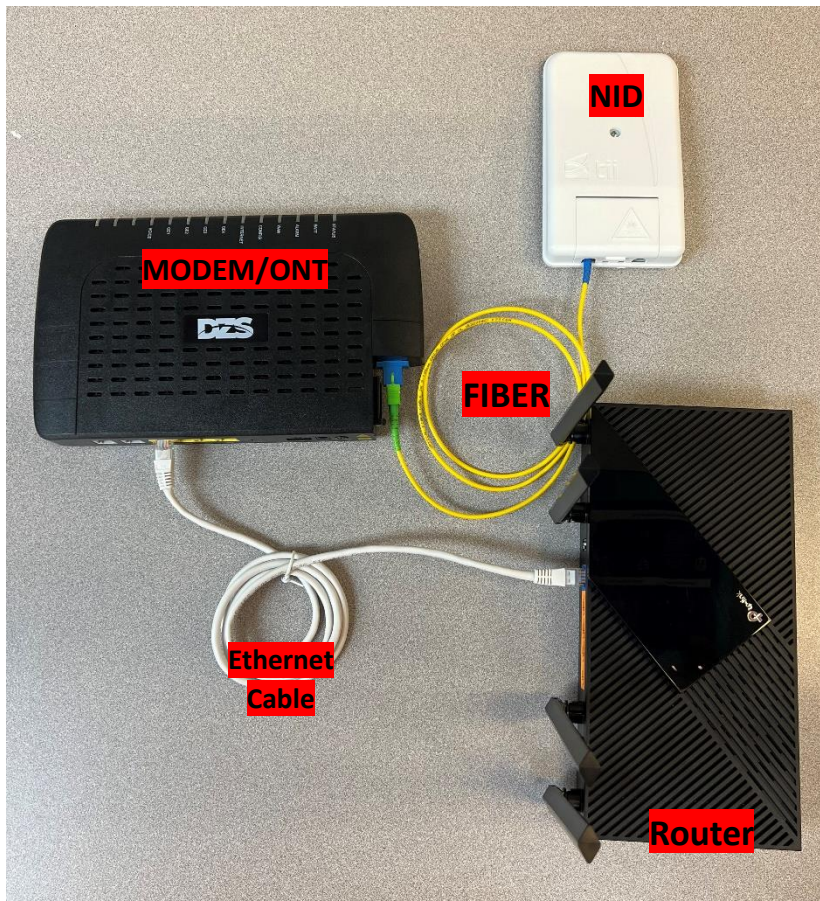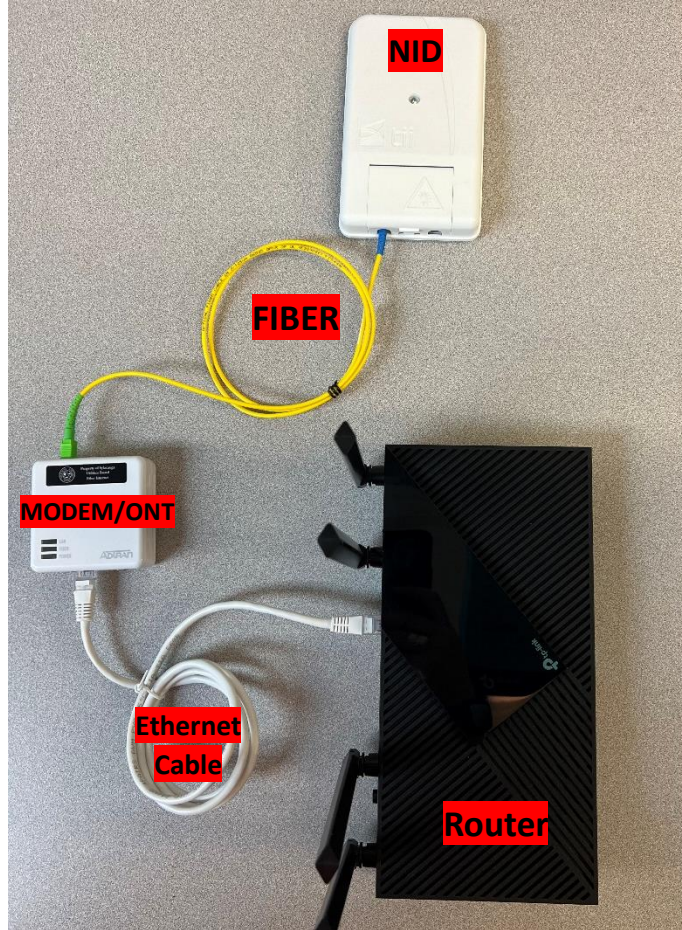**Contact Numbers:**
During business hours: 256-401-2546
Business Hours: Monday – Thursday 7 am – 5 pm
Friday 7am – 4 pm
24/7 Tech Support: 1-888-394-4772

Informational:

This is a picture of your internet equipment; you will have one or the other in your home:
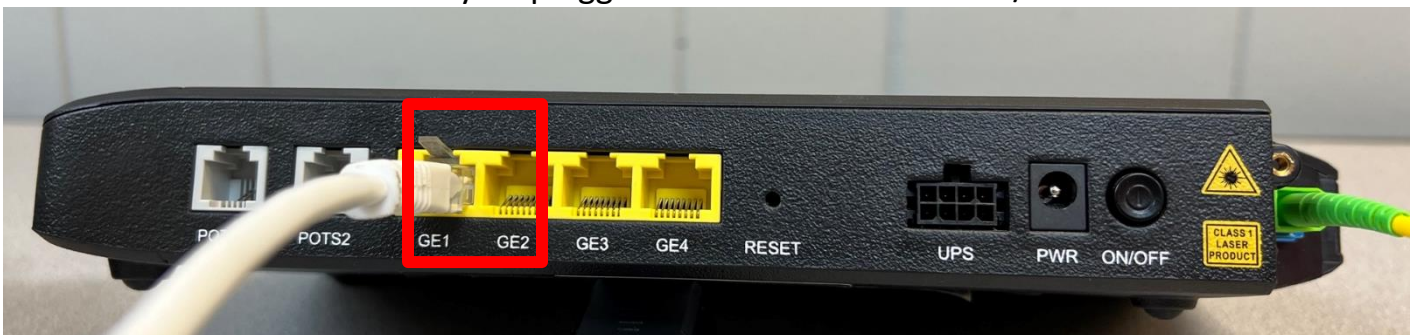
This is a NID usually mounted on the wall. The fiber is ran from outside to this box, from there it is connected to your modem/ONT: (you should **NEVER** unplug this from either the NID or modem)

These are examples of two types of fiber modems or also called an ONT:

The ethernet cable should only be plugged into GE1 of the modem/ONT.

The other end of the Ethernet cable should plug in the WAN/Ethernet port only of the router.