

Power Down, Power Up:



So simple
even my parents can do it.



Insight™

SIMPLE IS BETTER®

The Simple Solution

**No Calls,
No Headaches,
No Problem!**

It's easy to troubleshoot many of your online problems yourself. You don't need technical support — just power down and power up your system!

Try these simple steps to get back online fast!

Make sure all cables are connected and well-tightened. Check both ends of ...

- the cable from the wall to the modem.
- the cable from the modem to the computer or router.

Turn off your modem and computer (and router if you have one), wait for 2 minutes and turn on your equipment in the following order:

- A. Modem (wait for the lights to synch with the network)
- B. Wait for two minutes, then turn on the router (if you are using one)
- C. Wait for two minutes, then turn on the computer(s)

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