



COMPUTER REBOOT INSTRUCTIONS

Listed below are reboot instructions to follow to restart your computer. Please follow either the instructions in the **blue box** OR the **green box** depending upon whether or not you have a router.

If you have a single computer, you'll need to:

1. Power cycle the DSL modem by unplugging the power cord.
2. Wait for about 20 seconds.
3. Reconnect the power.
4. Wait until the modem lights return to normal and the line light turns green, normally between 30 seconds to a minute after the modem is powered back up.
5. If you have a router, continue on with the instructions in the green box.
6. If you do not have a router, reboot or power up your computer.

If you have a router, you'll need to:

1. Start with the first five steps in the blue box.
2. Power cycle the router. Depending upon your router, you may power it down with a switch or by unplugging the power cord.
3. Wait for about 20 seconds.
4. Reconnect the power to the router.
5. Wait a minute or so for the router to boot up.
6. Reboot or power up your computer(s).

If you have questions or if you have trouble after you follow the above instructions, please contact our Internet Help Desk at the numbers listed below.

Internet Help Desk Available 24/7

320-274-9800 • 763-675-9800 • 320-243-9800
