High Speed Internet

Reset your modem or gateway router

If you're having trouble with your service, we'll fix it! However, resetting your modem or gateway router may get you back online without having to wait for a repair technician to visit your home or office.

- Step 1: Turn the modem on. Make sure the modem is turned on and the power light is lit green.

- Step 2: Reset the modem. To reset the modem, you will need to press the small red reset button on the back of the modem for 30 seconds while the modem is powered on. Press and **hold** the reset button for a full 30 seconds. Once the lights on the front of the modem go out, you can let go of the button.

- Step 3: Wait up to 15 minutes. It will take up to 15 minutes for the modem to reconnect. If the service light turns solid green, check to see if you can connect to the Internet. If not, proceed to the next step.

- Step 4: Look to see if the telephone cable is still plugged into the wall-jack, and that the other end is plugged into the **green** jack on the back of the modem. If the telephone cable will not fit in the green jack, then (and **only** then), plug it into the **red** jack. It may take up to 5 minutes to restore service if the cable was unplugged and plugged back in. Continue to the next step if you still cannot connect to the Internet.

- Step 5: Grab a pen and piece of paper, and write down the name of **each** light on the front of the modem, what **color** it is, and whether it's **blinking** or **solidly** lit. You will be asked this information before we can schedule a technician.

If your service isn't working properly after completing all of the above steps, please let us know by calling 800-435-4456, contacting us online, emailing support@iglou.com or by logging in to our online account manager. **Be sure to include the status and colors of the lights on your modem!**

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