

Trouble Shooting Connection issues

Before contacting NorthfieldWiFi for connectivity help, try performing the following steps to see if your issue will resolve. The modem pictured is a standard NorthfieldWiFi modem. The steps listed should work correctly for all modem types.



1. First, make sure your computer is turned completely off.
2. Disconnect the power cord from the back of the router/wireless or from the electrical power source/outlet. Make sure you are unplugging the routers power cord and not the Cat5 networking cable.



3. After waiting approximately 30 seconds, reconnect the power to the router.
4. Wait another minute to allow the router to acquire an IP address from the modem.
5. Then restart your computer.
6. Attempt to surf to two web pages to verify good connectivity.

The below picture is one of NorthfieldWiFi's standard modems. This modem should never really need to be reset/power cycled. Most internet connectivity issues can be resolved by power cycling your home router. If the above steps do not fix your connectivity issues, please contact support.

