



Residential Internet Troubleshooting

Should you experience any trouble connecting to the Internet after Intermedia Group Inc. has successfully set up your Internet access, it may be due to the fact that Comcast (or other Internet Service Providers) will periodically change the IP address that is assigned to your modem. If this happens, then please follow these steps to fix the problem before calling us:

1. Turn off the Cable Modem, the Netgear Firewall and the Wireless Router*.
2. Wait one minute so the equipment can be reset.
3. Turn on the Cable Modem (wait for the lights to stop flashing)
Turn on the Firewall (wait for the lights to stop flashing)
Then turn on the Wireless Router* (wait for lights to stop flashing)
4. If you have Windows 2000 or Windows XP, you should be able to open your browser and be connected to the Internet.

If you have Windows 98 or anything prior, then you need to restart your computer before your settings will be updated.

If you need additional help then please do not hesitate to call us 610.903.4100. Be sure to tell the tech that you tried the IGI Internet Troubleshooting steps.

<http://www.intermediagroup.org/contactus>

Note: If you have other connections such as a hub or switch between the firewall and computer, then those should remain on all of the time. They do not need to be reset. Only the equipment mentioned in Step #1 and the computer (if Windows 98 or prior) would be reset.

* If you have a Wireless Router installed.