

### **Cable Modem Trouble-Shooting Guide**

1. Unplug the cable modem's power for two minutes and plug it back in
2. Unplug your router's power for two minutes and plug it back in
3. Restart your computer
4. Attempt to access the Internet if you still can't get connected proceed to the next step
5. Follow you router's manufacture's instructions to renew your router's IP address
6. Attempt to access the Internet if you still can't get connected proceed to the next step
7. Renew the IP address on your PC:
8. On Microsoft Windows computers perform the following:
9. Click START
10. Click RUN
11. Type COMMAND in the run box and press enter
12. For Windows 2000 or XP at the command line type IPCONFIG/RELEASE and press enter. On Windows 95, 98 or ME type IPCONFIG/RELEASE\_ALL and press enter.
13. For Windows 2000 or XP at the command line type IPCONFIG/RENEW and press enter. On Windows 95, 98 or ME IPCONFIG/RENEW\_ALL and press enter.
14. Attempt to access the Internet if you still can't get connected proceed to the next step
15. Verify that your computer is free of viruses and Spyware
16. If you have a laptop you can try connecting your laptop directly to the cable modem and repeat steps 9 through 13
17. Attempt to access the Internet

Most problems are end-user caused. You may call the Technical Hotline at (507) 388-8158 during business hours to dispatch a technician to trouble-shoot your system. Technicians are scheduled to service modem problems on a weekly basis. *After you call, if your cable modem starts working or you have figured out your problem yourself, **please** call Highland Hills Apartments **immediately** so they un-dispatch the technician.* You will be charged a minimum of \$66.88 if the problem is being caused by your personally owned cable modem, router, computer, or game device. Networking computers, wireless configuration, router configuration, virus and Spyware problems are always chargeable. The only item we are responsible for is up-to-the cable modem itself. *If the problem is caused by a Highland Hills owned cable modem, wiring, or a Highland Hills malfunction you will not be charged.* The system is compatible with all operating systems, however no support is offered for Linux, MAC, and other non-Microsoft operating systems.

**All tenants are required to have up-to-date antivirus software.**