

**IF YOUR DSL FAILS,
YOU MAY NEED TO POWER
DOWN YOUR EQUIPMENT.**

Follow these simple instructions:

**KEEP THIS CARD HANDY IN
CASE OF DSL OUTAGE.**

TECHNICAL SUPPORT:

**639.3500
OR
877.450.3500**

- ⇒ **Depress the power button on the modem. If there is no power button, unplug from your power outlet, all lights should go out.**
- ⇒ **Wait for approximately 30 seconds, then power modem back up. Wait for modem to restart.**
- ⇒ **If you are using a router, power down your router first and then your modem. Wait at least 30 seconds before going to the next step.**
- ⇒ **Power your router back up, wait approximately 1-20 seconds and then power your modem back up.**
- ⇒ **Open Internet Explorer and see if you can surf online.**
- ⇒ **If you are still having trouble, please call Alphacomm.net technical support at 877.450.3500 or 639.3500 locally.**