

I use High Speed with a router and am having problems connecting.

What to try.

(1) Recycle your router. Do this by shutting off the router; unplug the cable to your computer. Let the router sit for 30 seconds. Turn back on the router. Replug it back into the computer. The computer should now find the internet.

If (1) does not work.

(2) Recycle the cable modem and router. Turn off the modem, turn off the router, and unplug the cable from the computer. Let stand for 30 seconds. Work out from your wall back to the computer. (a) Turn on the modem, let it recycle. (b) Turn on the router, let it recycle, (c) plug back into the computer.

If (1) and (2) don't work.

(3) Try plugging the computer directly into the cable modem. If you are able to connect, then the settings in the router are wrong. CALL THE ROUTER COMPANY. MAKE SURE YOU TELL THEM YOU ARE USING A MAC.