

## Trouble Shooting Your Router/Internet Connection

The first step in troubleshooting your internet connection is to **power cycle/rebooting** your router. **Power cycle/rebooting** your router is a simple process and often fixes the issue.

**Power Cycling** is to unplug the power leading to the router wait approximately 30 seconds before you plug the power back in. This will reboot the router.

If a reboot does not solve your problem and you are still unable to access the internet and you need help, contact our Technical Support Team

Mon-Fri 8:00 am to 5:00 pm for the local office 720-851-1111

After hours support operates 24/7 after hours 720-851-1111.

DirectLink only supports routers we have listed on our supported router list

go to: <http://mydl.com/support/router-support/>,

**PLEASE NEVER** do a factory reset or press the **RESET** button on your router unless you are comfortable having to setup/program your internet connection settings and router settings.

\*The Rest button wipes out all internet and WIFI information that is needed to for your router to connect to your DirectLink Service. This should only be done when and if one of DirectLink's support technicians has directed you to do so.

If you have no internet connection, check to see if there is a service outage in your area. Check to see if there is a power outage in your area.

To find out if there is an outage in your area you can check the network status message by calling 720-851-1111 then select option #2.

If there is an outage listed and affecting your service, please be patient and know we are aware of the outage and are working to solve the issue.

If the outage is due to a power outage in your area, we will work with the local electrical provider to resolve as soon as possible. With Lightning season approaching be aware of Power Surges and protect your equipment from damage!