How To Perform
A Customer Network Restart

An Internet outage, maintenance on your or your ISP's equipment, a power outage or power surge at your home or at your ISP, or a change in your or your ISP's network configuration can cause a disruption in your ImpactConnect service. If you experience a loss of service, try a Network Restart as your first troubleshooting step.

A Network Restart forces your ImpactConnect VoxBox to reconnect to the ImpactConnect network.

To perform a Network Restart, follow these steps:

1. Disconnect any USB cables from your Internet MoDem, if any are present.
2. Disconnect the power cord from the back of your Internet MoDem and your ImpactConnect VoxBox. Make sure all the lights on each device go dark. You may need to remove a battery from your MoDem to shut it down completely.
3. Confirm that all coaxial, Ethernet, and phone line cables between your incoming Internet connection, Internet MoDem, ImpactConnect VoxBox, and main phone base are undamaged, and properly connected.
4. Reconnect the power to your Internet MoDem and wait for the status lights, such as the Power, Online, and Link lights, to indicate that it has fully restarted. On some MoDems this could take several minutes—be patient.

   Please Note: I*f your Internet MoDem does not connect to the Internet, please contact your ISP to resolve the issue before proceeding to Step 5.*

5. Reconnect the power to your ImpactConnect VoxBox and wait for the status lights (Power, Internet, and Phone 1) to reach the steady state (Power light on steady, Internet light on steady and/or blinking, and Phone 1 light on steady). Again, this could take several minutes—be patient.
6. Pick up the phone connected to your ImpactConnect VoxBox and listen for a Dial Tone. If you do not hear a Dial Tone, you may need to reset the connection from your VoxBox adapter to your telephone:

   A. Disconnect the power cord and the telephone cord from the back of your ImpactConnect VoxBox.
   B. Unplug the power to the main base of your telephone, wait a few seconds, and then plug the power back into the phone base.
   C. Reconnect the power to the ImpactConnect VoxBox and let it restart as in Step 4, above.
   D. Reconnect the telephone cord to the VoxBox and check for a Dial Tone.