



TOWN OF BETHANY BEACH

HOME INTERNET 101

April 2022

Home Internet 101

For many people, reliable home Internet access is a necessity. Most homes have a number of devices that can benefit from wired or wireless Internet access, such as computers, smartphones, TV, smart thermostats and security systems, etc. Whether you are accessing the internet for personal reasons, or providing internet access as a value-added amenity for your rental property, we all hope to have trouble-free access to the Internet.

Many home owners in Bethany Beach rely upon their cable TV service operator to provide home Internet; in other words, to be their Internet Service Provider (ISP). This usually requires additional equipment to be installed to connect and distribute the Internet throughout the home, usually using a wireless technology called Wi-Fi. There is typically a modem to connect to the internet, and a wireless router to distribute the internet wirelessly over Wi-Fi or wired via network cables. In some cases, the modem and router might be combined into a single device.

Most of the time this setup works as it should. But problems inevitably arise and you may find yourself with very slow Internet service, or an outage. Here are a few questions to ask on your own before contacting your ISP to correct an outage:

- First, are you having issues with a single device connecting to the Internet, or are all your devices offline?
 - If some of your devices are working correctly with the Internet and some are not, reboot any devices having problems to see if they reconnect and start working correctly.
 - The easiest way to reboot your Internet equipment is to unplug the power cord for the affected devices, wait for the lights on the devices to go all the way dark, and then plug them back into the power outlet. This will force a “reboot” which will wipe the memory in the device and reset the devices, clearing out any errors that may have accumulated. Once the devices are plugged back in, it can take several minutes for the equipment to reboot and reconnect to both the Internet and all the devices in your home. Please allow 5 or 10 minutes for service to return after rebooting.
 - If all your devices are offline, reboot your home’s modem and router.
- If that fails to work, determine whether the problem is just in your house, or are your neighbors also having a disruption to their internet service?
 - If your ISP is having a problem that has impacted Internet service for everyone in your area, call your ISP to report the outage.

- Finally, if you receive the Internet through your cable TV provider and your TV and Internet are BOTH not working correctly, call your cable TV operator/ISP to report the outage.
 - Mediacom Customer Service – 1-855-633-4226
 - <https://support.mediacomcable.com/#!/About/Contact/>
 - Comcast Customer Service – 1-800-934-6489
 - <https://www.xfinity.com/support/contact-us>

For other tips to fix your Wi-Fi, Business Insider has this helpful guide:

<https://www.businessinsider.com/wifi-problems>

A quick Google search will provide even more options for specific technical help, Try searching for “Fix my Home Internet” for more in-depth help.

For those of you more technically inclined here are a couple of links to great articles:

PC Mag: <https://www.pcmag.com/how-to/10-ways-to-boost-your-wi-fi-signal>

Wired: <https://www.wired.com/story/how-to-make-your-wifi-better-faster/>

Cnet Video: <https://www.cnet.com/videos/ways-to-improve-your-home-network/>