The Fiber Download

Internet Outages

No one likes outages, not you, not us. For over 80 years MVEC has managed electricity outages, always striving to reduce their frequency to a point where we are ranked as one of the most reliable utilities in the State. However, now we are also managing a few internet outages and learning more about our backhaul providers and their impact on our service. While we can't guarantee uninterrupted electric or internet service, or control Mother Nature, we can share ideas to help you if an internet outage does occur.

When the electricity goes out, most likely your internet service does as well, especially if you do not use a battery back-up. Sometimes the internet service does not re-start once electric power is restored so we want to share some helpful tips.

First, know your equipment. Upon taking MVlink service, members receive a modem. The type of modem depends on whether or not a member chooses to use their own router or use the MVlink Gigacenter. The Gigacenter unit is actually a combined modem and router. Because of this, our fiber team can troubleshoot it. There is a monthly charge of $4.95 for this unit. There is no additional charge if a member uses their own router with our modem, but we are unable to troubleshoot privately-owned routers. Know what you have and how it may impact your service.

Troubleshooting tips from our fiber team:

• Allow several minutes for the modem or Gigacenter to reboot

• Look at the lights on your modem or Gigacenter. If the unit has re-started, the power and broadband lights should be solid green

• The service light should be green and may blink occasionally

• If you are using WiFi, the Gigacenter lights for WiFi 2.4Ghz and WFi 5Ghz should be blinking green

• If you have an internet cable plugged in to the unit (typically referred to as Ethernet), that light will also be blinking green

• If any of these lights are off, orange or red, unplug the power cable and wait about one minute; then plug it back in and wait for it to fully re-start. If the lights are still not green as noted above, then you have a service issue that needs to be reported to us

• If you are using your privately-owned router, we recommend you unplug all of your devices and then work your way back from the source to plug in each device. As an example, first plug in the MVlink modem, wait about a minute and then plug in the power to your router. This process gives the MVlink modem time to reboot so that your own router can then get the settings it needs to operate

   o If you are still having issues, you may want to plug your computer directly into the MVlink-supplied modem to see if you have internet service; this can tell you if there may be an issue with your personal router

• Once you are comfortable the modem/router devices are operating then you may need to restart your computer once or twice

• Last, any repeaters or extenders in your home should be unplugged and then plugged back in so they can also reboot with the information they need from the MVlink modem

• Please, do not touch the 'Reset' button on the MVlink-supplied devices. This can erase the device's memory and you will definitely need a service call.

Glossary of Terms

Router: A router is a box that lets all of your wired and wireless devices use that Internet connection at once and also allows them to talk to one another without having to do so over the Internet.

Modem: A modem is a device that connects your home, usually through a coax cable connection, to your Internet service provider (ISP), like MVlink.

Sites to See

Watch this section for new or popular internet sites you may want to explore.

• www.geoguessr.com
This game is beyond fascinating. It drops you somewhere in the world on Google Street View and you have to guess where you are. The closer you pinpoint your location on the map, the more points you get.

• www.asoftmurmur.com
Just play around with the sliders to achieve your perfectly calming background noise. It's impossible not to try every one and each has its own unique charm.