Troubleshooting Your Wireless Connection

PROBLEM:
My WiFi Won't Connect

The Golden Rule

Always start with a powercycle. In other words, try turning it off and turning it back on again. To properly powercycle, disconnect the power supply from your modem or router AND the coax cord from the back. Leave it unplugged for about 30-60 seconds. Reconnect the power supply, then the coax and wait for the modem to reboot.

Disconnecting both cords gives the modem a chance to reset, disconnect from the entire network, remove any static and begin fresh with a new connection. If you're on the phone with us and we do ask you to powercycle, it's because we haven't seen a clean drop from the network

Docsis 3.1 Modem

Ethernet   **Coax**   **Power**
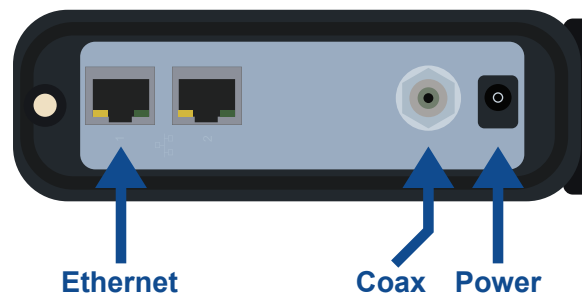
How to Resolve Wireless Connectivity if the Powercycle Fails

If you have your own router, you will need to powercycle that as well. If you cannot find your network connection, ensure your WiFi is enabled on that device or try another device in the house.

If you do not have your own router you can disconnect the router and directly connect to the modem with an Ethernet cord and a laptop. If you are able to access the internet using the Ethernet cord, the issue lies within either your router, your devices or both. You will need to troubleshoot those for a wireless issue.

None of my devices will connect. Now what?

If none of your devices will connect, give us a call at 1-800-236-8434 We'll have to help resolve this issue on our end.

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