

*******Retraining the Modems & Set Top Boxes*******

You may take the following steps in an attempt to restore your television or internet if service is not working properly.

1. Unplug the power supply (the little black round cord) from the back of the set top box(s)* and leave it unplugged.
2. Unplug the power supply from the modem** as well.
3. Leave the modem unplugged for a minimum of 10-30 seconds and then reconnect the power supply.
4. Watch the light labeled "ADSL" on the front of the modem. It should come on within about 10-15 seconds of regaining power. It should start flashing and gradually flash more rapidly. Then it should change to a solid green light.
5. Then plug the power supply back into the set top box. This should bring the service back up. If not, please call 776-5500, option 2 to report the problem.

*SET-TOP BOX IS THE SILVER/BLACK PIECE OF EQUIPMENT ON OR NEAR YOUR TELEVISION.

**MODEM IS THE BLACK BOX WITH THE LIGHTS ON IT.

*** Please Note: It is in your best interest to follow the steps above and those listed on pages 2-3 of this packet in question #12 before calling for assistance. If a technician has to come to your house to retrain your equipment for you, or for any other issue that is not an S-GO equipment problem, there will be a \$50.00 trip charge on the monthly bill. This charge is non-negotiable! ***