Having trouble connecting the Set Top Box to the network?

If your Set Top Box is having trouble connecting to the network, there are a few things you can try before contacting us. Please follow the steps below in the order they appear:

1. Check your modem's power cord connections.

Your modem should be plugged in and all the indicator lights should be on. Ensure the power cord is securely connected to the back of your modem, as well as to the electrical outlet. If your modem's power cord is connected to a power bar, try connecting the modem's power cord directly to an electrical outlet on the wall instead.

2. Check that all your cables are securely connected.

Verify that the ethernet cable connecting your Set Top Box to the wall or modem is securely connected and secure.

3. Reboot your modem.

To do this, pull the power cord from the back of the Modem wait 10 seconds then re-connect the power. Should take a few minutes to re-connect to the Network.

4. Ensure there is no outage in your area.

You can check for outages in your area [here](#).

5. Test your Internet connection using another device.

Using your home computer or any other Internet-enabled device, try connecting to the Internet using your home network. Visit a website or connect to an online service. If your Internet connection is working on certain devices, the problem may be isolated to a particular device. However, if you aren't able to get online with any device in your home, there may be an issue with your Internet service.

6. Reboot your Set Top Box.

Go to the menu and choose device settings. Select device preferences and scroll down to reboot then press OK.

Or you can pull the power cord from the back of the Set Top Box wait 10 seconds then re-connect the power.