

Subscriber Reboot Process

After some service outages, subscribers may need to reboot their modems to regain connectivity. Alternatively, subscribers can continue to call their toll-free Tech Support number 888-817-6873 for help.

The following are instructions on what subscribers should do:

- If you lose connectivity, check to make sure the power light on the modem is solid green.
- If so, please disconnect the power from modem at the power source (for example, the wall outlet or surge suppressor). Please do not disconnect the power at the back of the modem.
- Turn your computer off.
- If you have a router, turn it off or disconnect the power from the router at the wall outlet or surge suppressor.
- Please leave the power off for five minutes.
- After five minutes, reconnect the power at the power source for the WildBlue modem.
- Wait for the lights for power (the top light), receive (second from top) are solid. This may take a minute or two.
- If you have a router, turn it on or connect the power from the router at the wall outlet or surge suppressor.
- Turn on your computer.
- You are ready to begin browsing again.
- If you cannot connect, please follow these steps again.
- If the modem does not connect after a second try, please call your toll-free customer support number at 888-817-6873.