

# Troubleshooting

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## Wi-Fi Issues

If you lose internet connection, please follow the troubleshooting steps below.

1. Unplug the modem/router for 5 minutes.
2. Re-plug the modem/router and ensure all connections are secure.
3. Wait 5 minutes before attempting to reconnect to the Wi-Fi.

If the steps above do not resolve the problem, please contact technical support.

**Note:** No pin is required for *technical* support. If technical support requires a pin to send out a technician, please inform the property host.

**Service Provider:** Cox Communications

**Call:** 1 (800) 234-3993 | **Account Number:** 001-8501-01881003

The modem/router are in a side table, near the interior electric fireplace.

