

Troubleshooting

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

The modem/router are on the next
to the living room TV.

