Wi-Fi

The wireless connection. It connects your device without a cable.

Restarting your modem and router

Spectrum: the two black boxes

The modem — the smaller black box. The internet comes into your house through this one.

1. Unplug the small black power cable from the back of both boxes. Leave every other cable alone.
2. Wait 30 seconds.
3. Plug the power back into the small box (the modem) first. Push it in firmly until it is snug.
4. Wait until the modem's lights turn solid.
5. Now plug the power back into the tall box (the router). Wait a few more minutes until its light turns solid blue.
6. Try your internet.

The small white eero box (Spectrum or Frontier)

1. Unplug the power cable from the back of the white eero box. Leave every other cable alone.
2. Wait 30 seconds.
3. Plug the power cable back in. Push it in firmly until it is snug.
4. Wait a few minutes until the light turns solid white, then try your internet.

Frontier Fiber: restart the wall box first

Frontier internet comes through a small fiber box mounted on the wall, usually in the garage or a closet. If restarting the eero did not help, restart that box too:

1. Unplug the black power cable from the bottom of the fiber box. Do not touch the thin fiber cable — it is glass and breaks easily. Only the power cable.
2. Wait 30 seconds, then plug the power cable back in.
3. Wait five to ten minutes.
4. Then restart the white eero box using the steps above.

- Spectrum router (tall black tower): A solid blue light means it is working. A red light means something is wrong.
- Spectrum modem (small black box): The Power and Online lights should be solid when it is working.
- eero (small white box): A solid white light means it is working. A red light means something is wrong.

Lights blink while a box wakes up — that is normal.

When to call us

If the restart does not fix it, or the lights stay red or off after ten minutes, do not unplug anything else.