

Maximize your Speed

Speed can be affected by many variables, how many devices are connected, the age of your equipment/devices, location of your modem. Below are common factors that can affect your speed:

- Age of Devices
- Long Wires
- Viruses
- Number of users/devices
- Location of Equipment

Tips to Maximize speed:

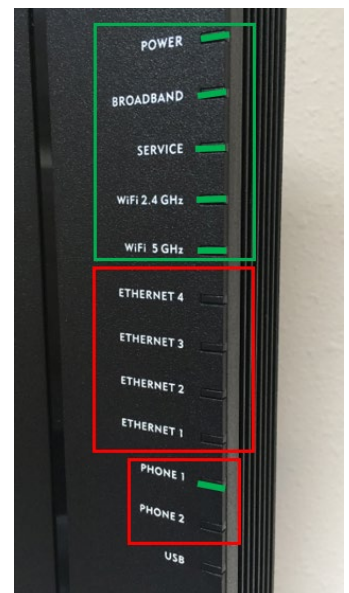
- Reset your modem every few months.
- Look at relocating your modem if you are having connectivity issues. The closer your modem is to your devices the faster your speed will be.
 - If you continue to have connectivity issues a WiFi Signal Booster may be a great solution.
- Security software

Maximize your speed by having the best package for your use. How many devices do you have connected (including Smart Home devices)? Call customer service today to discuss the best speed for your needs 970-870-4320.

Trouble Shooting

Is your internet or phone connection not working? By taking a few basic steps to trouble shoot solves the majority of issues.

- Is your modem plugged in?
- Are lights illuminated? The lights should always be green in the green box. The items in the red boxes are only illuminated if they are in use and something is plugged into those ports on the back.
 - If not reboot your modem by unplugging your modem for 10 seconds and then plugging in.
- If all modem lights are on try a different device and different website to see if it has access to the internet.
- Did your network name change? If the appropriate lights are illuminated on your modem check the network name. Did your network go back to the original name (on modem)?



For further assistance please call 970-870-4320 and select option 3 for technical support or 0 to talk with the operator.