Cyber Troubleshoot and Self-Help

REDBOLT® BROADBAND

Before calling technical support...
Follow these steps to find or solve common internet disruption issue:

1. Check to see if your router has power.

If your router <u>isn't</u> showing any lights follow these steps to find a solution:

- Make sure that your router's power adapter is plugged in.

- Ensure power at the outlet. Sometimes a wall switch controls power at the outlet. If not, check your breaker.

- Examine the power adapter cord for any damage.

2. Check your network cable.

The network cable is what connects the panel installed outside your house to your router. If you see a solid or blinking red light, check the following:

- Ensure your network cable is plugged into the WAN port.

- Examine the cable on the <u>inside</u> and <u>outside</u> of the house for any damage.

- Check the port connector for any damage.
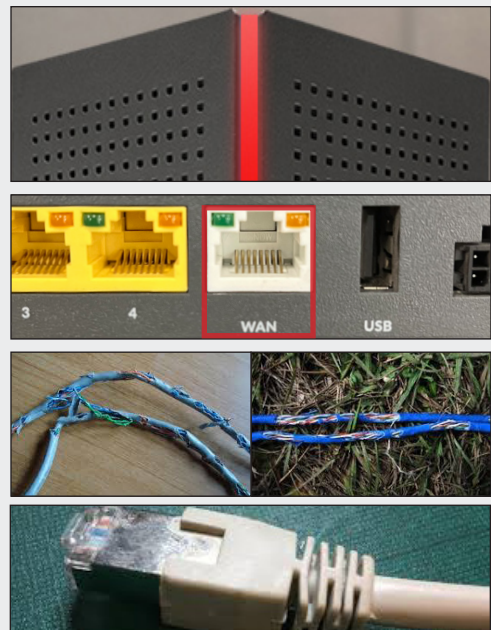
3. Check that you have paid your bill.

A red light could mean that you have been disconnected for nonpayment. Go online to <u>cdec.smarthub.coop</u> or call us at <u>(505) 285-6656</u> to make sure you are current with payments.

If you still experience a disruption after following these steps, or if you find any damged equipment or cords, please reach out to us at **(505) 876-2020.**