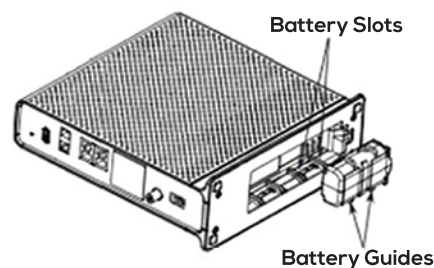
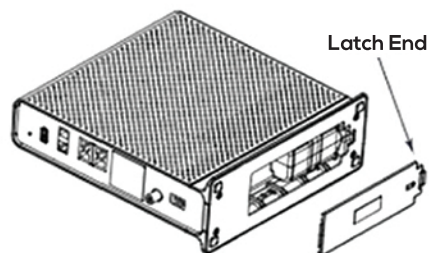




## Rebooting the DOCSIS Modem

If you need to reboot or reset the DOCSIS modem, you should disconnect the power from the back of the modem. This will reset all DG style modems. DG modems provide data service only.

If the modem is providing telephone service and data (TG series modems) it is necessary to pull the battery out with the power unplugged to fully reset the modem. The battery is located behind a door on the bottom of the modem. Push the tab in the door and the door will release to open. The battery can be pulled by the tape that acts as a pull tab. Once the battery has been pulled free from the contacts and the modem is unplugged from power, the battery can be pressed back in and power restored to the modem. It will boot back up and service should begin working. Simply unplugging the modem from the power may not reboot the modem if it has a battery installed. These steps can be followed for replacing the battery in a TG modem.



**If you require further assistance, experience any issues or have questions, please contact Tech Support at 833-663-1241.**