

TV REMOTE

How to Reprogram Your Citynet Remote to Your TV

Step 1:

Press and hold the 'setup' button at the top right of your remote until the LED blinks twice.

Step 2:

Press the 'TV' button on the left side of the remote.

Step 3:

Press and hold down the 'OK' button in the middle of the remote and release it as soon as your television turns off.

Step 4:

Press the 'STB' button, then the power button to turn your television back on. Verify power, cabling, and equipment.



SET-TOP BOX (STB)



If Your TV Set-Top Box (STB) Has No Signal

1. Verify the power; make sure the power cord is securely attached to both ends.
2. Make sure all cables are securely attached.
3. Verify that the TV is on the correct input.
4. Power cycle** the STB.

If Your STB Remote Is Not Working

(Volume, channel change, etc.)

Verify "STB" is lighting up on the remote.

If not press "STB" and then attempt again.

ROUTER

If the WIFI Lights on the Router Are Not Lighting and the WIFI is Not Working:

Switch the WIFI toggle button* on and off, and check if the WIFI light restores. (Zyxel 3425 and SRG 400 models)

If the WIFI light is on, power cycle** the router by unplugging the device for 30 seconds and plugging the device back in.

If this does not resolve the issue, please call the Citynet Support Team at 800.881.2638.

**If your unit does not have a WIFI toggle, please call us.*

***See the next page to learn more about power cycling.*



Good to Know:

Router port LAN 4 is set up as the dedicated port for IPTV only.

LAN ports 1-3 are open for directly connected devices (non-IPTV). Examples include laptops, desktops, video game consoles, etc.



RESIDENTIAL INTERNET POWER CYCLING YOUR ROUTER

It is important to have a good grasp of how your router works, as it can impact your wireless connectivity. If you are experiencing problems with your internet connection, one of the first things you can do is power cycle your router.

Power cycling your router is a simple process that involves unplugging it from its power source, waiting for a few seconds, and then plugging it back in. This process can help resolve problems like slow internet speeds, dropped connections, and unresponsive devices.



Why Is It Important to Power Cycle Your Router?

Your router is essentially a small computer. Just like your computer, it can experience software and hardware problems from time to time. When this happens, power cycling your router can help to reset the device and resolve the issue.

How to Power Cycle Your Router



- ✓ Unplug your router from its power source.
- ✓ Wait for at least 15 seconds.
- ✓ Plug your router back in.
- ✓ Wait for the router to boot up.

Once your router has finished booting up, test your internet connection to verify the issue has been resolved.



Why the Need to Wait When Power Cycling Your Router?

When you unplug your router, it can take a few seconds for the capacitors in the device to discharge. If you plug the router back in too soon, the capacitors may still be charged, preventing it from starting up properly. To avoid this, it is important to wait at least 15 seconds after unplugging your router before plugging it back in.



How Often Should You Power Cycle Your Router?

You don't need to power cycle your router every day. However, you should power-cycle it every few months to help prevent problems from arising.



What to Do if Router Issues Persist

If you have tried power cycling your router and are still experiencing problems, you may need to contact your internet service provider (ISP), such as Citynet. Your ISP may be able to troubleshoot the problem and provide a solution. For current Citynet customers, our Citynet Technical Support Team is available 24 hours a day, seven days a week, to provide assistance.

You may also need to consider upgrading your router. Older routers and those not supplied by Citynet may be unable to keep up with the demands of modern internet usage. Upgrading to a newer device may resolve your issues.

Citynet Fiber Internet customers are provided with a high-performance router and 24/7/365 access to our Customer Support Team: 1.844.CITYNET (844.248.9638). Learn more about our fiber internet and check with us to see if it is available at your address.