

Whole Home WiFi

Reconnecting Your Extender

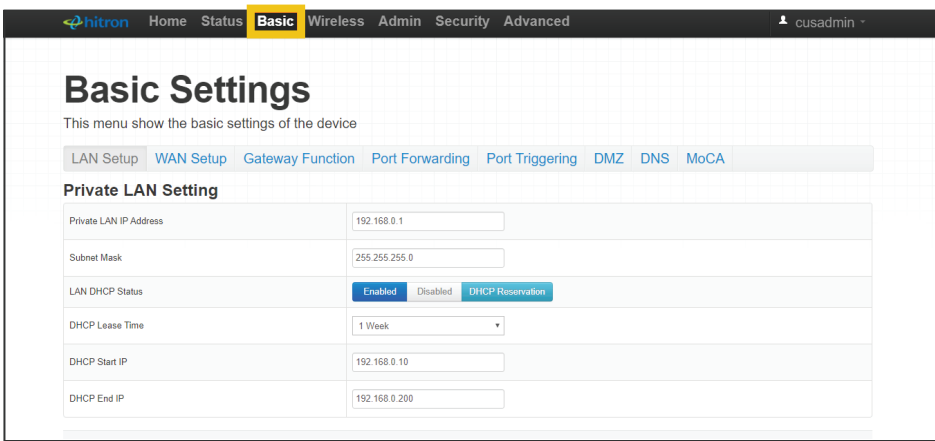
A red light on the front of your Whole Home WiFi extender indicates that your extender has lost its connection to your MBC cable modem. This may occur as a result of a power outage or a service interruption. Please follow these steps to re-establish the connection between your extender and your modem. If you need assistance, please contact us.

- 1 Log into the Hitron modem Gateway (192.168.0.1) using a wired or wireless connection.

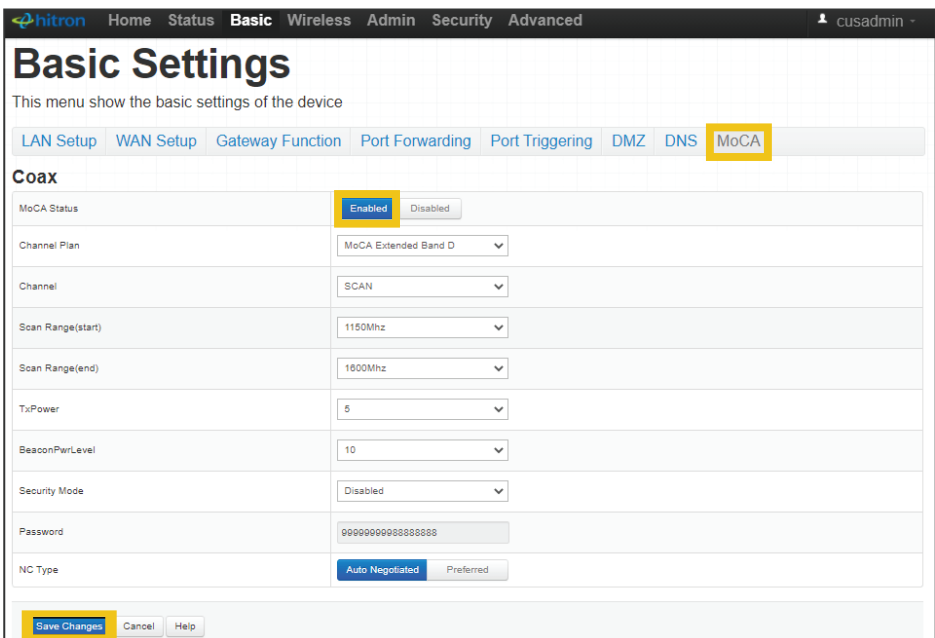
Username: cusadmin

Password: password (or the password you created for your network)

- 2 After completing the log in, select the Basic icon from the top tool bar.



- 3 Under the Basic Settings, locate the MoCA tab to the far right of the selection. Ensure that MoCA Status is Enabled. If it is not, select the Enabled option. A list of additional options will appear after selecting "Enabled". Do not change these settings. Click "Save Changes" at the bottom.



- 4 After the syncing process is complete, reboot your modem and extender by unplugging the power cords for 30 seconds. Wait 5-10 minutes for your equipment to return online. Your extender should now be resynced to your modem.