tutorials internet

HOTBOX TROUBLESHOOTING

Having internet connection problems with your Hotbox router?
Don't panic! Follow the step-by-step instructions below
to resolve your issue.

1 Start by unplugging your Hotbox router by unplugging the power supply cable.
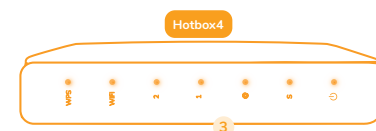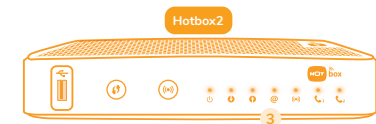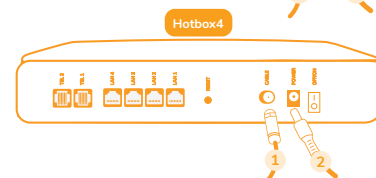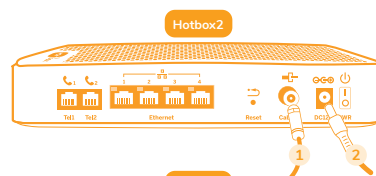

Hotbox2

2 Slowly unscrew the white cable from the router.

Hotbox4

3 Wait a few seconds and then slowly screw the white cable back to the Hotbox.

4 Plug the HotBox power supply cable back in.

Hotbox2

5 Once the lights are on, you can check your connection.

If the WiFi light is off, press the WiFi button for 7 seconds.

Hotbox4

1 White Cable
2 Power Supply Cable
3 Lights

Troubleshooting completed. You can now fully enjoy your internet connection.

I If you see the «Power» light on, one of the lights flashing and some other lights off, you are experiencing a sector outage (one or more building(s)/street(s) are impacted). These are generally resolved within 4 hours. If the issue persists beyond that, repeat the steps from the tutorial above. If the problem is still not resolved after that, contact us.

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Un point c'est tout