

# allure

To do a hard reboot of your Oceanic Time Warner modem, please follow these steps:

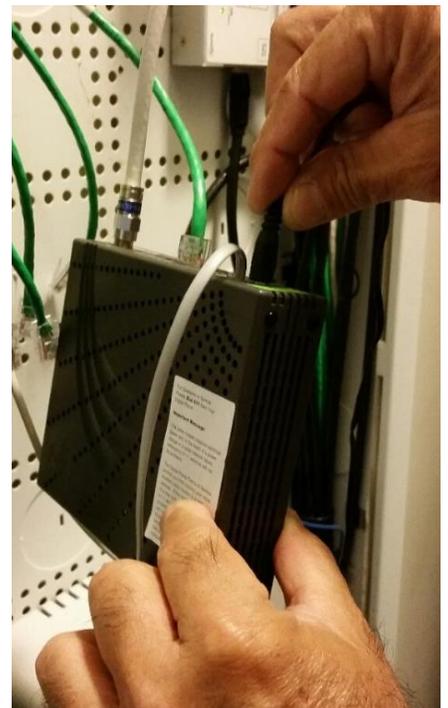
- 1- Locate the large white panel located in the wash room closet [as seen in STEP 1 photo below](#).
- 2- Open the panel door and locate the black modem box [as seen in STEP 2 photo below](#).
- 3- Locate the power plug on the corner of the modem [as seen in STEP 3 photo below](#). Unplug this cord, wait 10 seconds, and plug back in. This will reboot the television, phone, and WiFi.
- 4- It will take up to 10 - 15 minutes for the system to come back online. If normal service does not resume after this time period, please call Oceanic Cable at 643-2100, or try the reboot again.



**STEP 1**



**STEP 2**



**STEP 3**