

Spectrum Modem Reset Instructions: Arris TG1672G and Technicolor TC8715D

Welcome to your new apartment or Currie Hall room!

If you have any issues connecting to your internet, your first step is to reset the modem. The previous resident may have changed the settings and resetting your modem will get it back to "Factory Fresh"! A reset to factory default settings deletes all configuration changes.

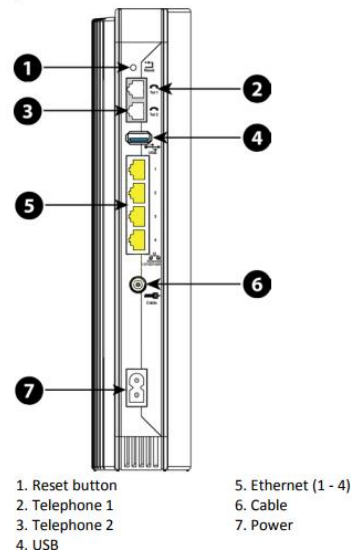
**If you have problems after resetting modem to factory settings then contact:
Spectrum Customer Assistance at 1-800-222-5355.**

If a Spectrum Technician needs to come out and needs access to the Cable room in your building, Contact Maintenance only during M-F 9-5 or the Building RA after hours.

Factory Reset Instructions for Arris TG1672G

Using the Reset Button

Use the Reset button, on the back of the Telephony Gateway, to reset the modem and perform initialization as if you power cycled the unit. You may need to reset the Telephony Gateway if you are having problems connecting to the Internet. Using this button will be rare. Use a pointed non-metallic object to press this button. The Reset button is recessed to prevent accidental resets.



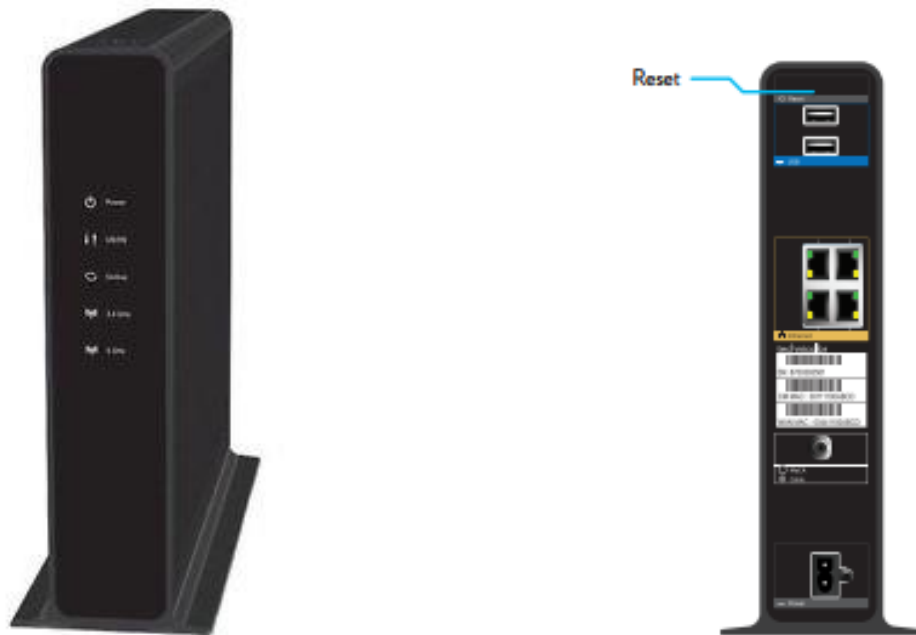
Resetting the Router to Factory Defaults

To reset the router to factory defaults, press and hold the Reset button on the back of the Telephony Gateway for more than fifteen seconds. This restores the wireless setup configuration and router configuration parameters to the factory defaults. You may need to do this if a misconfiguration has locked out all access.

Factory Reset Instructions for Technicolor TC8715D

Restore the Factory Default Settings

Make sure that the MediaAccess Gateway is turned on. Use a pen or an unfolded paperclip to push the recessed Reset button on the back panel of the Technicolor Gateway for at least 15 seconds and then release it. The MediaAccess Gateway will then restart.



IMPORTANT INFORMATION

- ***Please remember that, if you move out of a housing unit, leave the modem in the unit!***
- APTS only pays for internet service and not cable, if you want cable in your unit, you will have to pay for that independently by contacting Spectrum.

Manual

- **Arris TG1672G**
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<https://www.timewarnercable.com/content/dam/residential/pdfs/support/internet/ModemUserGuides/arris-tg1672g-userguide.pdf>
- **Technicolor TC8715D**
 - **Manual**
<https://www.timewarnercable.com/content/dam/residential/pdfs/support/internet/ModemUserGuides/technicolor-tc8715d-userguide.pdf>

If Spectrum says you have a no account issue, email APTS IT Department at it@austinseminary.edu