Bluepeak Internet Support Guide

Whether you're setting up your Wi-Fi equipment for the first time or need to troubleshoot some common issues, this document provides a step-by-step process to ensure everything is connected correctly.

Reboot the Modem

1. **Locate the Modem**: Find the modem, usually a small box with indicator lights, connected to your internet service provider's cable.

2. **Check the Lights**: Note the current status of the indicator lights on the modem. This will help you determine if rebooting resolves the issue.

3. **Unplug the Power Cord**: Locate the power cord connected to the modem and unplug it from the power outlet.

4. **Wait for 30 Seconds**: Wait for at least 30 seconds to allow the modem to fully power down and clear its internal memory.

5. **Plug the Power Cord Back In**: Plug the power cord back into the outlet.

6. **Wait for the Modem to Reboot**: Allow a few minutes for the modem to power up and reconnect to the internet service provider. The indicator lights will go through various stages of blinking and should eventually stabilize.

7. **Check Connectivity**: Use a computer or mobile device to check if the internet connection has been restored.

Reboot the eero Device

1. **Locate the eero device**: It's part of your home mesh Wi-Fi network system.

2. **Check the Indicator Light**: Note the current status of the indicator light on the eero device.

3. **Unplug the Power Cord**: Disconnect the power cord from the eero device.

4. **Wait for 30 Seconds**: Wait for at least 30 seconds to ensure the device completely powers down.

5. **Reconnect the Power Cord**: Reconnect the power cord to the eero device.

6. **Wait for the eero to Reboot**: Allow a few minutes for the eero to restart fully. The indicator light will blink a series of times before becoming stable.

7. **Check the Network**: Verify that the network is functioning correctly by checking the connectivity on a computer or mobile device.