

EFFECTIVE DATE: For Immediate Release

OVERVIEW:

Please use the process below during a smart router swap on a Trouble Call if the smart router is restricted (red flashing lights).

DETAILS:

Please follow these instructions for restricted routers (red flashing lights) during a TC router swap:

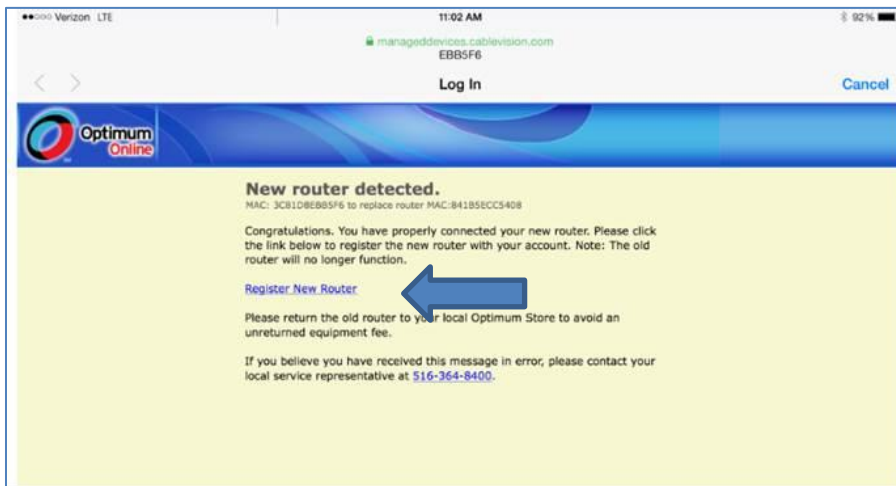
Note: Flashing red indicates there was a problem with provisioning, and surfing should get redirected to the restricted page with info on the issue.



Flashes back and forward: first three LED red and then last three LEDs red

Note: There is no need to call the VDO for these router swaps.

1. Connect to the routers wireless network "SSID" and attempt to access the internet.
2. You will be redirected to the walled garden page below:
3. Click the [Register New Router](#) link in the middle of the page.



4. You will receive a pop up message confirming the swap.
5. Click Confirm.
6. You will receive a new walled garden page informing you the new router was successfully added to the account.



7. You will now be able to access the Internet.