

# Troubleshooting Tips & FAQs

## **How do I reboot my router/GigaCenter/GigaSpire?**

Do NOT press the reset button. If this happens, settings will return to factory default settings leaving you with no service. Unplug the skinny black power cord and leave unplugged for 15-20 seconds. Make sure power is disconnected (lights go out on router). Plug power cord back in and reconnect to power. Wait 5 minutes before using any device. During this time, do not use any device which uses the Internet. Ex: cell phones, laptops, Alexa devices, etc. Allow enough time for the router to go through the reboot process. Next, try accessing the Internet with your device. If rebooting does not help, restart your device.

## **How do I reboot my set top box (STB)?**

During this process, the television may be left on. Unplug the skinny black power cord on the back side of the STB. Leave unplugged for 15-20 seconds. Then plug back in. Your TV screen may say "Amino". Please be patient while your STB goes through the reboot process. This can take several minutes.

## **What does "no signal" mean on my television screen?**

More than likely the TV is on the wrong input. Press the TV button, then press the input button on bottom left corner of the WCTA remote. Select correct input. Example: HDMI 1.

## **Why is the text version of spoken words (closed captioning) on my screen?**

To turn off closed captioning, press the STB button, followed by the # → button below the number 9 on the WCTA remote, until "Closed Captioning Off" appears on your screen.

## **The top and bottom of my TV screen are cut off and I cannot view the full screen on my TV. What do I do?**

To change the TV display size, press the STB button, followed by the ← \* button below the number 7 on the WCTA remote, until it's on the display you want. Example: fit to screen, etc.

**Visit WCTA's YouTube Channel for Tech Tips and How to Videos!  
Go to [www.youtube.com](http://www.youtube.com). Search WCTA, Lake Mills**

## **What is the Internet Technical Support Number?**

The Technical Support Number is 877-928-2835 and they are available 24 hours per day, 7 days per week.

## **When is my bill due?**

WCTA bills are due on the 20th of each month. Bills are sent out at the end of the month, and members receive their bill around the first of each month.

## **Why is my first bill higher than I expected?**

We bill one month in advance. Keep in mind, depending on when your services were installed, your first bill may be higher than you expected. Billing is pro-rated based on install date.

## **What is my WiFi password?**

Your WiFi password may be on a sticker on your router, GigaCenter or GigaSpire. A technician left an information sheet for you during the installation appointment with the settings. If you're not able to locate your password information, call our business office at 641-592-6105.

