

Customers in areas including Susannah Ave, Kentucky Ave, Pennebaker Ave, Garden Dr, Avondale Dr, Emory Ct, Howard St, Deep Springs Dr and other areas may be experiencing issues with their Arris CM820 cable modem. In most cases, resetting the modem to factory default will resolve these issues.

How to Reset ARRIS CM820 to Factory Defaults:

1. Hold Reset Button with a pen or paper clip.
2. Hold for 10 seconds.
3. **While** holding the reset button, remove the power cord, **then** release the reset button.
4. Remove the coax cable.
5. Press the reset button and plug the power in; hold the reset for 10 more seconds, then release.
6. Wait for the DS to start flashing, then connect the coax cable.

Modem may cycle 3 times then connect. If it stops and stays flashing on the online light, wait another minute. If it fails after this, the modem will need to be replaced.