Do I Have to Turn off the Cable Modem?- Article no. 2062

Self-Service Support Alert: this article is available for customers on help.astound.com

Resolution Steps

Cable modems are designed to be on for **long periods of time** without problems

Occasionally, a cable modem should be **powered off** and **restarted** by unplugging it from the power source

During severe **electrical storms** or **long periods** of **non-usage** (such as a week's vacation, etc.) you should unplug the modem

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=459