

# POWER'S BACK... BUT STILL NO CONNECTION?

If your devices aren't connecting after a power outage, try these quick steps:

## 1. CHECK YOUR MODEM AND ROUTER

- Unplug your modem and router. Wait 30 seconds, then plug them in
- Make sure all the lights come on normally
- Try connecting a device via Wi-Fi or Ethernet to see if the internet is working

## 2. CLOSE AND OPEN THE JASCO PRO APP

- Fully close the app to refresh it
- Open the app and check to see if your devices are showing up

## 3. CALL CONSUMER CARE

If your modem/router seems fine and the app still won't connect, there may be a device or account issue.

Reach out to our support team anytime!

**1-833-981-0170, M-F.**

