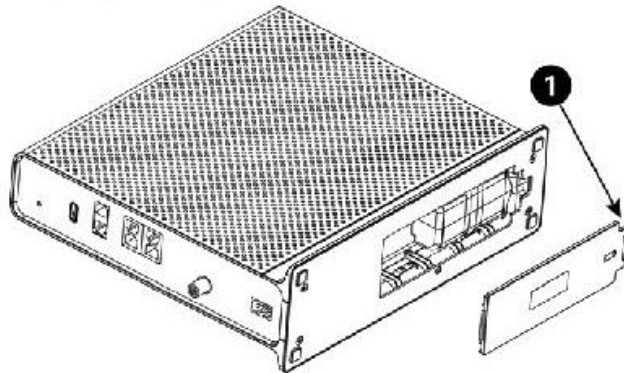# HOW TO RESET ARRIS MODEM

1: Remove the black power cable from the back of modem.

2: Remove backup battery from the bottom of modem.

1. Press down and pull back on the latch holding the battery door (on the bottom of the Telephony Gateway). Pull the door toward you. Set the door aside in a safe place.

1 - Latch End

⚠ CAUTION

Risk of equipment damage

Improperly inserting the battery may damage the battery connector in the Telephony Gateway. Carefully follow the instructions in the next step to avoid damage.

2. Hold the battery pack so that the guides on the battery align with the slots on the Telephony Gateway and slide the battery into the bay.

3: Wait 30 seconds and insert battery and connect black wire back to modem. And the reset will take a few minutes before the modem comes back online.