

## Guest Troubleshooting FAQ

Below is a list of common occurrences that may be able to be resolved quickly with a few simple steps.

### INTERNET

Each home is equipped with Wifi. Locate your homes wifi connection on your wireless device. It will be the first option on your selection list. Enter the wifi access code you were provided via email along with your driving directions.

Troubleshooting:

No Internet or spotty internet connection to include wifi: If you are experiencing issues please locate the router in the home. Typically in the family room by the main television. To reboot both a router and a modem:

1. Unplug the router's power cord.
2. Unplug the modem's power cord.
3. Wait 15 seconds and plug the modem back in.
4. Wait 45 seconds for the cable modem to initialize.
  - Your modem is initialized when the lights for power and Internet connectivity are on (solid, not blinking). To find out which lights indicate this on your particular modem, see [What do the lights on the front of my modem mean?](#)
5. Plug the router back in.
6. Wait 45 seconds for the router to initialize.
7. Attempt to browse the Internet again.

If you have a modem-router combination, pressing the **Reset** button on the back of your modem wipes out your network settings. If you have a standard modem, pressing the **Reset** button does the same thing as the preceding instructions. Do not press **Reset** unless instructed to do so by a customer service representative.

## TELEVISION

Most of our homes are equipped with Brighthouse Networks Cable. Your home may have 2 different types of boxes and remotes. Below are the instructions for use and troubleshooting. For properties that do not have this system please contact the office for instruction if needed.



1. Press tv
2. Press power
3. Press cable
4. Press power

\*\* Troubleshooting If the cable box is unresponsive it may require re booting.

- A. Some remotes will not power the television on and the tv must be turned on manually at the set or using the tv specific remote.
- B. Locate the power source and unplug the box only wait 15 seconds and plug back in. It may take up to 5 minutes for the box to re set and scan for channels. If problems persist please contact the office for assistance.



1. Press DTA the box should will have a green light if powered on red if off
2. Press TV and the television should power on

\*\*Trouble shooting

- A. Some remotes will not power the television and the tv must be turned on manually at the set or using the tv specific remote.
- B. If the box is flashing a red light please unplug the power source for the box only wait 15 seconds and plug back in. It may take upto 5 minutes for the box to re set and scan for channels. If problems persist please contact the office for assistance.

## **GARBAGE DISPOSAL**

Each property is equipped with a garbage disposal. There is a switch near the sink that will operate the disposal. Never put your hand in the disposal. Always run water when the disposal is in use. Do not place bones or metal into the disposal.

Troubleshooting:

1. Make sure the switch that operates the disposal is in the off position.
2. Locate the reset button for the disposal. This button can be found under the sink in the cabinet on the disposal unit. At the bottom of the unit either on the side or directly underneath is a re set button.
3. Press the reset button.
4. Turn the water on and turn the disposal on at the switch. The system should be operational.
5. If the system is not operational please contact the office for assistance.

## **POOL HEATING**

Pool heaters are set to a temperature between 80 – 85 degrees. All pools are on a timer and shut off in the evenings. The heating will turn off when the equipment turns off. When the pool equipment is running, the heater will run until it reaches the pre-set temperature. Once this temperature has been reached the heat system will cycle in order to maintain the temperature.

If you have paid for pool heating and you do not believe it is working please check the following prior to contacting the office.

1. Check the thermometer located in the skimmer basket on the pool deck temperature should be between 80-85 degrees. Morning the temperatures may be a few degrees lower as the system is off overnight.
2. Outside air temperature is at or higher than 80 degrees the water will feel cool to the touch even if the water temperature is at 80-85 degrees.
3. If the property owner has provided a pool blanket please place this over the pool when the pool is not in use. This will assist in keeping the temperature in the pool at 80-85.
4. If the outside air temperature is below 65 during the day and 45 in the evenings the electric pool heaters will be unable to maintain the temperature. Use of the pool blanket will assist in the effectiveness of the heater.

If you believe that there is an issue with the operation of the pool heater please contact our office.