

# Gryphon Hardware Setup Checklist

The most important step in the Gryphon Tower or Gryphon Guardian hardware setup process is making sure your Gryphon router is properly connected to your modem and able to establish an internet connection. The following checklist will help make sure this happens.



## Begin by checking your modem:

### A) **If you have a MODEM WITH SEPARATE ROUTER:**

Unplug the Ethernet cable from your old router and connect it to the Internet port of your Gryphon.

### B) **If you have a MODER-ROUTER WIFI COMBO UNIT:**

Use the Ethernet cable provided with your Gryphon and connect to any of the LAN ports in your combo unit.

After you've performed these steps, continue the system setup process by following the setup prompts in the Gryphon Connect app.

## Can't get Gryphon to go online? Perform a power cycle:

If your Gryphon router fails to pair with your modem and establish an internet connection, you may need to perform a Gryphon-modem power cycle.

- (1) Power down both your Gryphon and modem by unplugging the power plugs from both units.
- (2) Check to make sure your Ethernet cable is properly connected between your Gryphon and modem (see previous step).
- (3) Plug in the power cable to your Gryphon to power on and then wait about 5-10 seconds.
- (4) Plug in the power cable to your modem to power on.
- (5) Wait until the LED light under the Gryphon blinks white (NOTE: the light will blink orange and then white on the Gryphon Guardian) and then proceed with the setup prompts in the Gryphon Connect app.

## Still can't get Gryphon online? You may need your ISP Login Credentials (PPPOE):

In some instances, if you are unable to get Gryphon online with your modem even after performing the steps listed above, your ISP may require PPPOE login credentials to get the Gryphon online. You will need to request this from your ISP's technical support

## We're Here To Help 24/7

If you have ANY problems at all, please don't hesitate to reach out to us. You have a few contact options to choose from:

- **LIVE CHAT** with our support team. Go to <https://gryphonconnect.com> and click the *SUPPORT* button on the bottom left corner of the screen. *This is your fastest solution.*
- **SUBMIT A SUPPORT REQUEST** by going to <https://gryphonconnect.com/support-request>
- **SEND AN EMAIL** to [support@gryphonconnect.com](mailto:support@gryphonconnect.com)