



April 13, 2021

Dear Wave Rural Connect customer,

*We will begin deploying a TV set-top box software update today [4/13/2021] that we hope will solve most of the problems customers have been experiencing with freezing pictures and audio and dropped signals.*

*If you are not watching TV when this update is applied to your set-top box, it will install automatically.*

*If you are watching TV when the update is deployed, you will see a prompt to apply the update. Please accept this prompt and wait for the update to be applied.*

*If the set-top box is powered off when the update is deployed, you will get a prompt to apply the update when the box is turned on. Please accept this prompt.*

*While the update is installing, you will see a progress bar. Do not try to reboot your set-top box or take any other action during this time.*

*The set-top box should be updated and back to live video within about 10 minutes of beginning the update. Do not take any additional actions during this process.*

*If the upgrade process is interrupted, you may lose the channel icons in the guide. Power cycling the box by disconnecting it from power for 30 seconds before reconnecting it will restore the icons.*

*If there is a problem during the update, you may see a series of screens with gears. This will resolve and automatically reboot to live video with the update installed.*

*If the set-top box is not back to live video within 20 minutes or is stuck on a screen that says "Arris Diagnostics," please contact Technical Support 1 (888) 212-7626 or [techsupport@waverc.com](mailto:techsupport@waverc.com).*

*We hope to have these updates complete by 4/14/2021. Thank you for your patience and cooperation during this update process.*

Sincerely,  
The Wave Rural Connect Team  
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 [www.waveruralconnect.com](http://www.waveruralconnect.com)