WiFi Connect Update

Alpine Communications strives to help you thrive and keep your services connected. We do this by ensuring our network is delivering the most secure and updated connections.

We are excited to release an enhancement to your WiFi Connect service in the coming months. To get the latest features, we need your assistance with updating your Comtrend WR-6895 WiFi router installed by Alpine as part of your WiFi Connect service. We must update your router firmware as soon as possible, and Alpine's support technician, Connor Porter, is available to walk you through the process.

Please note the firmware update is for a Comtrend WiFi router, not for the Comtrend DSL modem. Your Comtrend WiFi router should match the device shown in the photos below.

If you have any questions, please call us at 563-245-4000, Monday – Friday, 8:00 AM – 5:00 PM for assistance. Thank you for your business and cooperation.

Comtrend WR-6895 Router Firmware Update Steps

1. First, find a ballpoint pen.

2. Next, locate your Comtrend WiFi Router.

3. Press the tip of the pen into the small orange hole labeled "Reset". Press the pen in the hole and hold it there for 10-15 seconds.

4. Lights will blink on and off and then turn off.

5. Pull the pen out of the hole once the lights turn off.

6. The Comtrend WiFi router update is complete.

IF ANY LIGHTS GET STUCK ON RED FOR LONGER THAN 1 MINUTE, PLEASE POWER THE ROUTER OFF AND TURN IT BACK ON.