Troubleshooting 101 - What To Do If You Can't Connect

1 POE

Locate the **PoE** which is the little black box that supplies power to the outside radio/antenna. This PoE has a power cord, two ethernet cables and a glowing light when power is connected.

Confirm that the PoE has power.

If your PoE differs from this photo, please contact us for assistance.

2 WIRELESS ROUTER

The Wi-Fi router broadcasts a wireless signal to your devices.

Confirm that the router has power and Wi-Fi is turned on.

Did you press the *reset* button? If so, you will need to go through the router set-up/configuration process. Search for the router's name/model number online for tutorials or contact the manufacturer.

3 CABLE PLACEMENT

Ethernet Cable 1 - To Outside Antenna
This cable - typically black or white - comes in from the outside and must be connected to the port on the PoE labeled **Gigabit / Data + Power / 15W 30V 1 GbE PoE.**

Ethernet Cable 2 - To Wi-Fi Router
This cable comes out of the **DATA / LAN** or **Gigabit Data** port on the PoE and must be connected to the **INTERNET / WAN** port on the router.

If the cables are placed correctly, continue to the next step. If placed incorrectly, adjust placement and allow up to 15 minutes for service to reconnect.

4 POWER CYCLING

Power cycle the outside equipment by removing the cable connected to the **Gigabit / Data + Power / 15W 30V 1 GbE PoE** port on the PoE for 20 seconds. Reconnect the cable and allow up to 15 minutes for service to be restored.

Power cycle the router by unplugging the power supply for 20 seconds. Reconnect the power supply and allow up to 15 minutes for connectivity to be restored. If you are still unable to connect, continue to the next step.

Note: Power cycling may also be helpful if you are experiencing sluggish speeds.

5 BYPASSING THE ROUTER

To determine if the Wi-Fi router may be responsible for the loss of service, you will need to bypass the router.

Remove the cable from the INTERNET port on your router - this cable should come from the **DATA / LAN or Gigabit Data** port on the PoE. Connect the cable to the ethernet port on your computer. Unplug your router. Wait a few minutes then test your connectivity.

Are you able to connect? If so, it is likely a router issue. Common router issues include damage due to a power surge (router replacement is required) and being reset to factory defaults (see step #2). If you are unable to connect when bypassed, please contact us to schedule a service call.

Power Outlet

15W 30V 1 GbE PoE or Gigabit Data + Power

Antenna Outside

GbE LAN or Gigabit Data

Router

WAN / Internet Port