

TROUBLESHOOTING GUIDE FOR CUSTOMERS

Following these steps may save you a service call (\$85+). We strongly recommend that all equipment be plugged into a **surge protector or an uninterruptible power supply (UPS)**. A UPS is ideal as it will continue to supply power to your equipment in the case of a power outage, at least for a while.

Please follow each step as sometimes we may think something hasn't been touched but there may be a "helpful" someone around.

Find your router. Is it an **AirCube** (supplied by us, cube with a light on the bottom), **your own router** (d-link, asus, tp-link, etc.), or an **AirGateway** (also supplied by us, long rectangle with an antenna)? Follow the steps for your set-up.

AIRCUBE -



Trace the wire from TOP **GRAY** port to the POE on the power supply (push in to verify) Trace the wire from TOP **BLUE** port to outside to your radio (push in to verify)

NOTE - bottom ports are only for PC/TV/console/etc. and may not be in use

If you have a power bar or UPS, is it plugged in and/or turned on?

Do other items plugged in to that outlet work?

*If connected properly and internet is still out, **UNPLUG FROM THE OUTLET ONLY, COUNT TO TEN AND PLUG BACK IN.** If you still have no internet after 5 minutes, you may want to try a new router or call the office to schedule a service call. If no one answers, please **leave a message.***

OWN ROUTER -



Trace the router power cord to wall/power bar/UPS. Be sure it is plugged in securely.

Trace the wire from the POE port on your power supply to outside (push in on power supply to verify)

Trace the wire from the LAN port on your power supply to Internet/WAN connection on router (push in at both ends to verify)

If you have a power bar or UPS, is it plugged in and/or turned on?

Do other items plugged in to that outlet work?

*If wires are in proper place and internet is still out, **UNPLUG POWER SUPPLY FROM THE OUTLET ONLY, COUNT TO TEN AND PLUG BACK IN. THEN DO THE SAME WITH YOUR ROUTER – FROM THE OUTLET ONLY.** If you still have no internet after 5 minutes, you may want to try a new router or call the office to schedule a service call. If no one answers, please **leave a message.***

AIRGATEWAY –



If you have a power bar or UPS, is it plugged in and/or turned on?

Do other items plugged in to that outlet work?

Trace the wire from the POE port to outside (push in on power supply to verify)

If in use, trace wire from LAN to PC/TV/console (not always used) (push in at both ends to verify)

*If wiring is all correct and internet is still out, **UNPLUG FROM THE OUTLET ONLY, COUNT TO TEN AND PLUG BACK IN.** If you still have no internet after 5 minutes, you may want to try a new router or call the office to schedule a service call. If no one answers, please **leave a message.***

NEVER UNPLUG ANYTHING WITH A CLIP



PLEASE NOTE THAT PICTURES ARE JUST ONE EXAMPLE OF WHAT YOUR SYSTEM MAY LOOK LIKE

PLEASE FIND YOUR SET UP AND KEEP THESE INSTRUCTIONS FOR REFERENCE



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