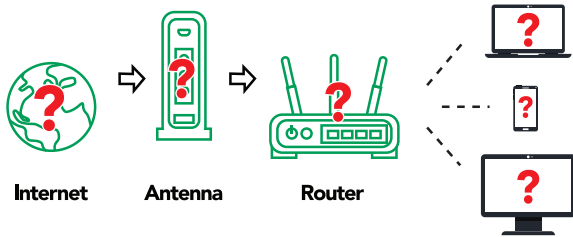## NO INTERNET CONNECTION?

Internet   Antenna   Router

How to Troubleshoot Internet Issues

First let's diagnose the issue

If you have not recieved a text alert or email notifying you of any scheduled or emergency maintenance going on in your area. Try these easy-to-follow steps to diagnose where the issue is. If you still need help you can use our labeled diagrams to follow along when speaking to one of our techs through phone support.
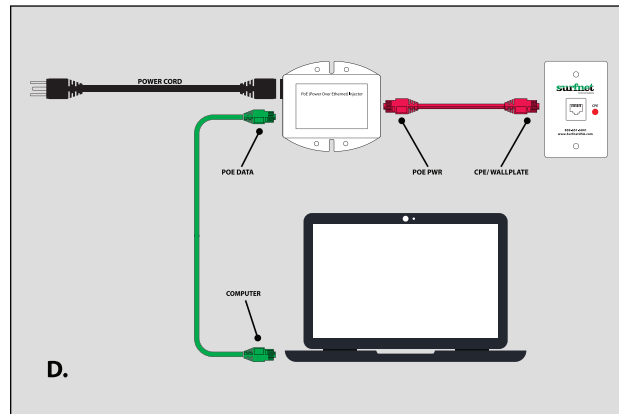
STEP 1

Test your Wi-Fi on different devices

If you're on your laptop, try a different device to see if you can get internet over the same Wi-Fi connection. If it connects on one device but not the other, then you know that your internet is fine and it's the disconnected device that's having the problem.

If you are still having issues continue on to the next step...

STEP 2

Connect with an Ethernet cable

Connecting via Ethernet will rule out issues with your Wi-Fi network. Connect Ethernet cable from yello dot on POE to your computer * See illustration D above
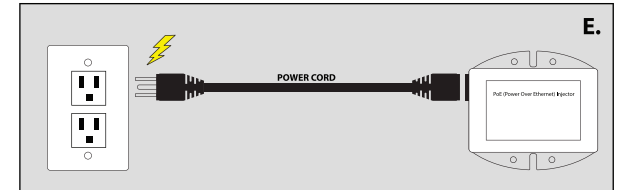
If you have determined that your wifi is not working but your internet is working via Ethernet cable. Rebooting your router may fix your Wi-Fi. If this does not fix your problem then continue on to step 3.

STEP 3

Restart your Antenna

Restarting your antenna should be the first thing you do when encountering an internet signal issue. * See illustration E

Check for damage and loose connections. Make sure all cables are plugged in securely. See if any of the cables look torn or perhaps damaged. Ethernet cables are especially prone to damage, as the copper wires inside are very thin.

Once you have completed all these steps

Call in to our phone tech support at 800-651-5041 and dial extension 3. Phone support will create a trouble ticket for your issue. They may ask you more detailed questions as to what issues you are experiencing to help engineers narrow down your problem.