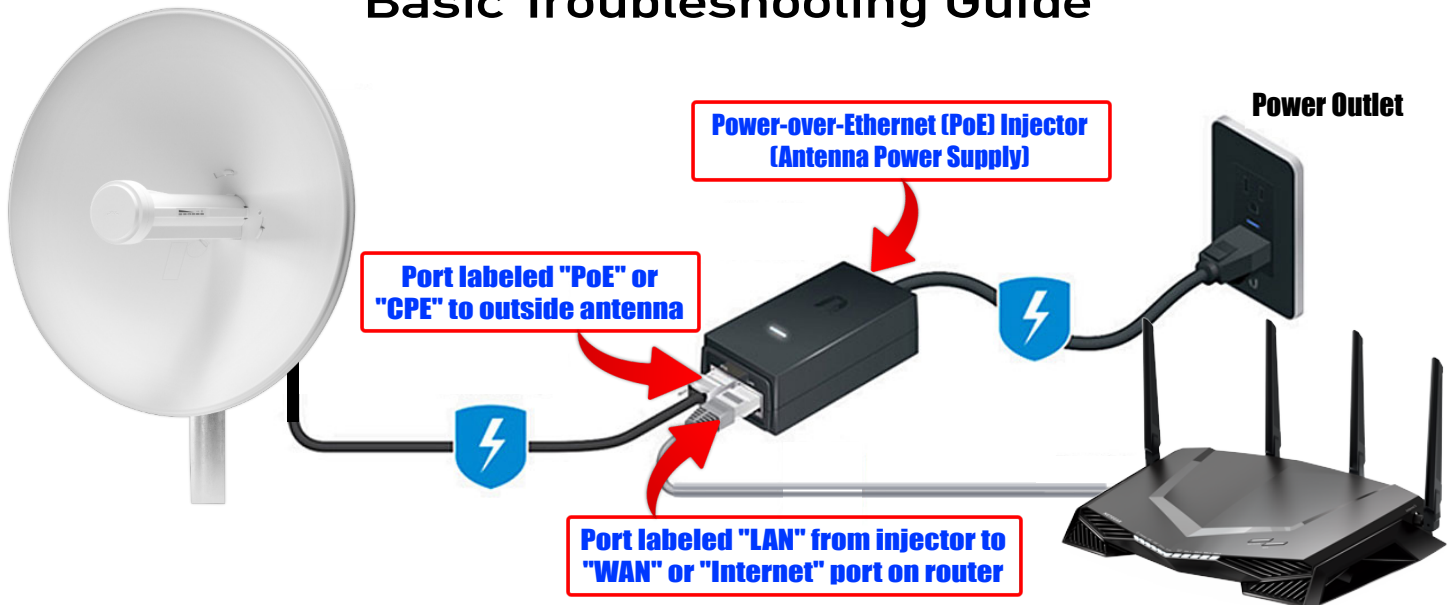


SELK

ELECTRONICS

Basic Troubleshooting Guide



****Your antenna, antenna power supply, and/or wireless router may look different than these depicted**

If you cannot get on the internet, please go through the following troubleshooting procedures. Make sure it is not just one particular device that cannot get online. If you are online on one device but not another, your internet is functioning and is more than likely an issue that device. Please power cycle the device that is not working or call the device manufacturer.

Make sure there are LED status lights on the wireless router and antenna power supply. If not, make sure the power cables are securely plugged into the devices. If there are still no lights, make sure the outlet is functioning properly.

Power cycle/reboot the wireless router and antenna power supply by unplugging the power from each device for at least 30 seconds. After inserting power back into the devices, allow up to five minutes for the devices to fully reboot.

*****Do not confuse "reboot" with "reset". DO NOT press any buttons labeled "Reset" or "Default" as this will restore a device to factory settings.**

Make sure your devices (phones, tablets, laptops, etc.) can still see and connect to the Wi-Fi signal from your wireless router. Even if the internet is not working, your wireless router should still be broadcasting Wi-Fi signal and your devices should still be able to connect to it. (*Most smart phones will switch to cellular data in the event it no longer has internet access, but the device will still be able to see the Wi-Fi network in your settings.) If the devices cannot see the Wi-Fi network, make sure there is not a physical button on your router that can disable/enable Wi-Fi. If none of your devices are able to see the Wi-Fi network, please disconnect power to the wireless router for at least 30 seconds.

On the antenna power supply, the cable plugged into the port labeled "PoE" or "CPE" must be the cable that goes outside to the antenna, and the port labeled "LAN" must be the cable that goes to your wireless router. In almost all cases, this cable should be plugged into the port labeled "WAN", "Internet", or "Modem" and is typically a different color and/or is separated from the other ports. There should be a light that shows connectivity when this cable is connected. If there is no light when this cable is connected, please make sure that you have power cycled/rebooted the antenna by unplugging the antenna power supply for at least 30 seconds. If this did not resolve your issue, unplug the port labeled "PoE" or "CPE" on the antenna power supply and inspect the connector for any evidence of moisture or corrosion. If there is, please leave unplugged and call us immediately.

If you still cannot get online, please feel free to give us a call!