

Wilderness Wireless

PRINT THIS GUIDE FOR REFERENCE IN EVENT OF BEING OFFLINE

Offline Troubleshooting Guide

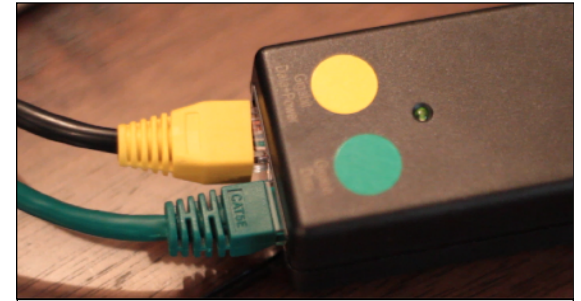
REV 1
November 22, 2017

1) Ensure Device Connection

- (a) Look at list of WiFi networks and ensure your device is still connected to WiFi
- (b) Ensure any hardwired computer / device is still plugged into LAN ports of router

2) Ensure POE Power Supply is On

- (a) Check to see if green light is lit up on the POE power supply for the outdoor antenna
- (b) Plug POE power supply back into power if it was unplugged or loosely plugged in



Steps 2a & 4a-c — POE power supply

3) Ensure Router is On

- (a) Check to see if status lights are lit up on the router
- (b) Plug router back into power if it was unplugged or loosely plugged in

4) Inspect Ethernet Wires

- (a) Ensure green ethernet cable is plugged into green labeled port of POE power supply and WAN port of router
- (b) Ensure yellow ethernet cable of outdoor antenna is plugged into yellow labeled port of POE power supply
- (c) Ensure all ethernet connections are firmly plugged into their respective ethernet ports

5) Reboot Outdoor Antenna and Router

- (a) Unplug POE power supply from power then plug it back in after a few seconds
- (b) Unplug router from power then plug it back in after a few seconds



Step 5b — Rebooting Router

6) Visually Inspect Outdoor Antenna

- (a) Look at outdoor antenna and see if it is pointing in same direction as when it was first installed
- (b) Look at outdoor antenna and see if it is covered by snow and/or ice; or blocked by new trees
- (c) Call tech support to schedule a service call if either of the above outdoor antenna issues are the case

7) Call About Network Outage

- (a) If the troubleshooting steps have not resolved being offline then call tech support to see if there is a network-wide outage

8) Ensure Router is Authenticated

- (a) If recently swapping out the original router for a new one, then call tech support to authenticate the new router
- (b) Get MAC address of the new router from the bottom right corner of the Wilderness Wireless login portal for tech support