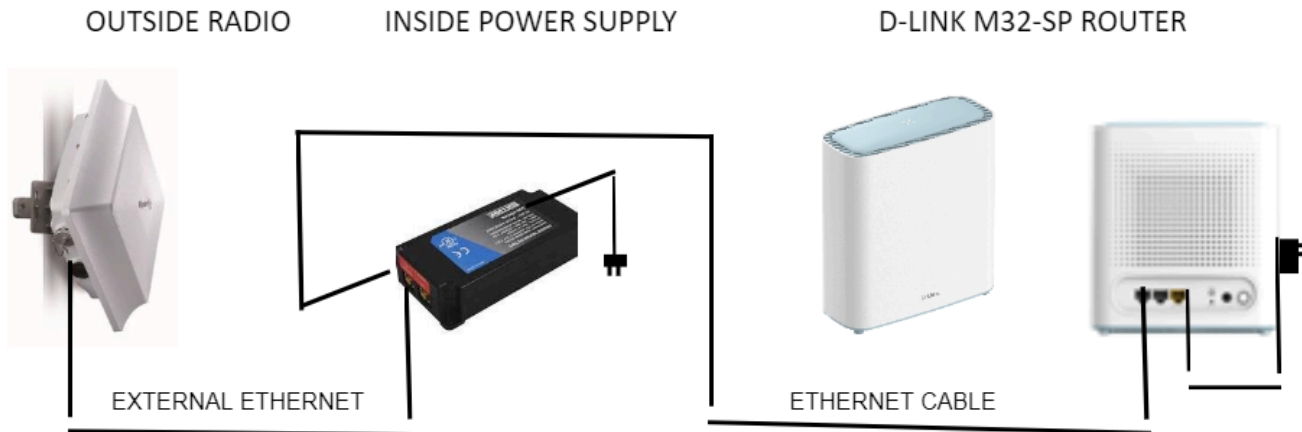


Your internet service is delivered via multiple components:



Problem With Device Connection:

Some devices have internet access and some do not.

- If some devices have Internet access, the Internet service is not the problem. Power cycle the individual device(s) that are not working, and verify internet access has been restored.

None of my devices have Internet access.

- If none of your devices have internet access, follow the next steps to troubleshoot the internet connection and Wi-Fi router.

Troubleshooting Steps:

Steps to Power Cycle the Fixed Wireless Radio

Step 1: Verify the Data+Power cable on the Inside Power Supply (POE injector) is connected securely and the green light above it is lit.

Step 2: Unplug the power to the POE Injector. The green light will fade out which may take a minute or two. Wait an additional 2 minutes for the external radio to completely power down.

Step 3: Plug the POE Injector power cord back into the wall outlet. The green light will come back on immediately. It will take up to 15 minutes for the Internet connection to resume.

Step 4: Check your device(s) to see if Internet access has been restored.

If your device(s) do not have Internet access after the Radio has been power cycled, follow the next step to power cycle your WiFi router.

Steps to Power Cycle the WiFi Router (D-Link Brand)

Step 1: Power Cycle the Wi-Fi router by removing the power cord from the back of the unit. Make sure the lighted "X" on the top goes out. Wait an additional minute and then plug it back in. The Lighted "X" on the top will flash red as it is rebooting, and once the router has completed rebooting, the "X" on top will light up white. You are now ready to check your devices for internet access.

If the lighted "X" on the top of the D-Link M32 router does not come back to solid white and none of your devices have internet access, please contact **AVS Broadband Technical Support** for assistance at, 888-282-4932 option 4.