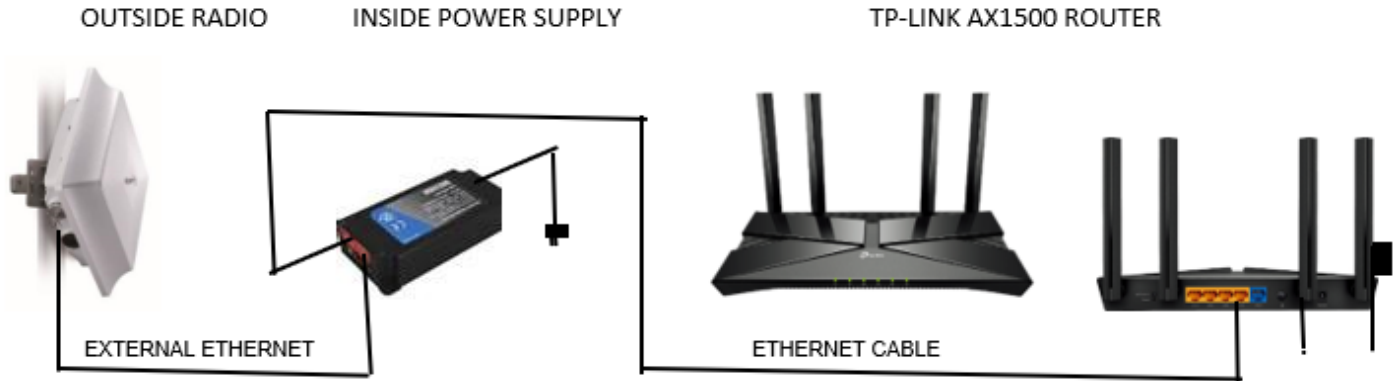


Your internet service is delivered via multiple components:



Problem With Device Connection:

Some devices have internet access and some do not.

- Since some devices have Internet access, this indicates the Internet service is working properly. In this case, power cycle the individual device(s) to see if internet access is restored.

None of my devices have internet access.

- If none of the devices have Internet access, follow these 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 POE injector is connected securely and that the green light above it is lit.

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

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, you will want to power cycle your Wi-Fi router.

Steps to Power Cycle the Wi-Fi Router (TP-Link Brand)

Step 1: Power Cycle the Wi-Fi router by removing the power cord from the back of the unit. Make sure all of the lights on the front go out. Wait one minute and then plug it back in. The power light on the front of the router will come on immediately. Once the Internet light (globe with halo) is on, your device(s) should have connectivity.

If the Internet light on the router does not come on and none of your devices have internet access, please contact **AVS Broadband Technical Support** for assistance at 888-282-4932 option 4.