



# Internet Troubleshooting

- This is a guide for getting you back online.
- The following slides identify what type of equipment you have and the procedures to go through to restore Internet connectivity.
- Please take a few minutes to familiarize yourself with this guide. Knowing your equipment and what to do with it will make you feel more comfortable and less nervous if you need to troubleshoot your connection.

# The Router



- The router is a very important part of your equipment. This device is configured with your account credentials for access to the Internet.
- It is extremely important that you know the difference between the terms “rebooting” and “resetting”.
- **Rebooting is permitted. Rebooting begins a new communication session with our server for access to the Internet.**
- ***Resetting is not!!!! Resetting the router destroys your account authentication credentials and you will not gain access to the Internet until the router is reprogrammed.***

# The C.P.E.



- C.P.E. stands for **C**ustomer **P**remise **E**quipment. We also refer to it as the “**radio**”.
- This unit is mounted on the outside of your house and pointed to the tower. It basically “talks” to the tower and allows your router to communicate with our server for account authentication so you can access the Internet.

# The P.O.E.



P.O.E. is a short name for **P**ower **O**ver **E**thernet.

- It has a small port for the power adapter so it can send power to the P.O.E.
- It has a large port for the Ethernet cable (the cable coming through your wall from the C.P.E.).
- It has a plug connector on the other end which is plugged into the Internet port on the router.
- The P.O.E. injects low voltage power to the C.P.E. so it can communicate with the tower.

# The U.P.S.



**U.P.S.** is short for **Uninterrupted Power Supply**.

- This unit is far superior to a basic surge protection power strip. The battery within this device helps filter surges to your equipment. There are two sides with outlets on the U.P.S. one side is battery and the other is surge only. Your equipment should be plugged into the battery side outlets. You can plug other devices such as printers etc. into the surge side.
- If you do not have a U.P.S. you should get one. The warranty on your equipment may be void without it. You can purchase one of these from Simplified wireless Internet or from a retailer of your choice.

# Rebooting Your Router



Remember: **Rebooting is permitted.** *Resetting is not!!!*

- Generally if you cannot access the Internet the router is the reason. A power outage, surge or loose cable can drop your connection and you will need to reboot the router in order to initiate a new session for access to the Internet.
- To reboot the router simply unplug the small round black cable from the back of the router for about 20 seconds then plug it back in.
- Wait about 30 seconds and then try to access the Internet.
- If you still cannot get on the Internet you may need to reboot the C.P.E. or Radio. We will show this process in the next slide.

# Rebooting The C.P.E.



- To reboot the C.P.E. or Radio simply unplug the small round black cable supplying power to the P.O.E. for about 20 seconds.
- Wait about 30 seconds and then try to access the Internet.



## Contact Information

- After following this instruction guide and you still cannot gain access to the Internet you should phone technical support for assistance.
- The support line is active Monday through Friday from 9:00 a.m. to 5:00 p.m. The number for support is 509-859-6034.
- For general account information and billing services please phone our office Monday, Wednesday or Friday from 9:00 a.m. to 5:00 p.m. at 509-852-2084 and ask for Cindy.
- Our office is located at 106 N. Peoh Ave in Cle Elum in the Valley Floor building on the second floor.