Troubleshooting help sheet

What to do if you cannot connect to the internet.

A. Nano PoE Box   B. Air Router Power Supply   C. Nano/Dish   D. Air Router
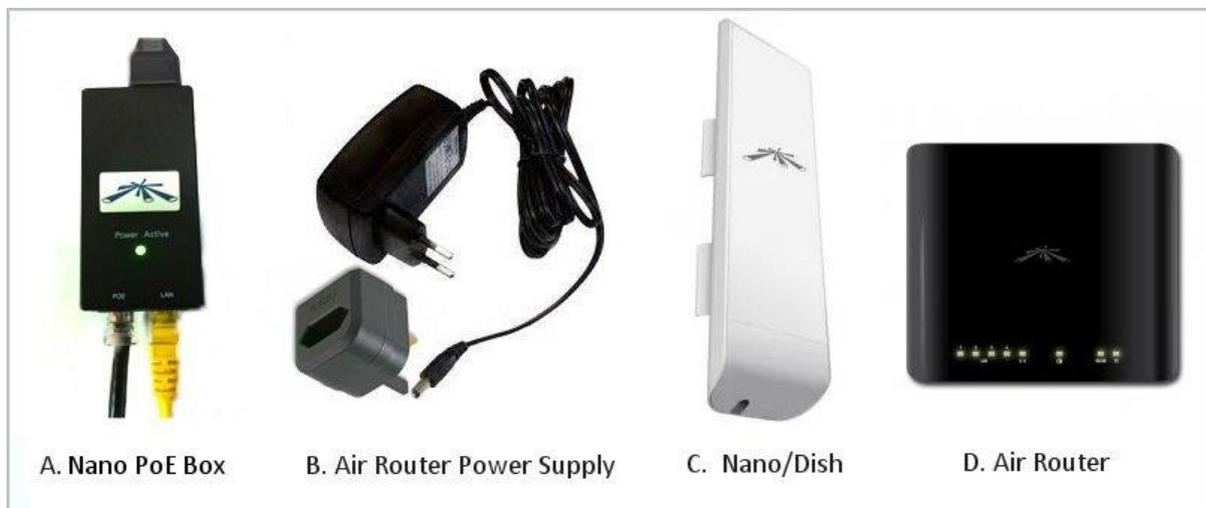
If you are unable to connect to the internet please follow the instructions below before contacting us for assistance. In the event that you call us first you will be asked to do the following so it would save time if you have all the relevant information when contacting us.

Your home computer:

1. Restart your PC/tablet/phone.
2. Make sure it is either connected to your Wifi service or connected to the Air Router (D) using a network cable.
3. If using a network cable check both ends are securely plugged into their sockets.

Our Equipment:

4. Is there power getting to the Air Router. Check that both plugs (one for the Air Router Power Supply (B) and one to the Nano PoE box (A) are switched on and plugs are securely in place.
5. Check your Nano PoE box (A) has a light in the centre illuminated (either green or white)
6. Are there any lights on the Air Router? If so make a note of which ones.
7. Visually check to make sure that the Nano (C) (installed on the outside of your premises) has not been damaged or moved and is pointing in the direction of the access point.
8. Can you see any lights on the rear of the Nano (C)? If so make a note of which ones.
9. Make sure there is nothing blocking the line of sight access point. i.e. fallen trees, vehicles etc.
10. Are you aware of any work that has been done by tradesmen, etc. who may have inadvertently moved or damaged the equipment? i.e. cable/dish damage.
11. Has there been a power cut? If so it can take some time for the whole network to come back online.

Be aware that due to the nature of the network it might be that the power cut is in a different area from yourself but affecting a relay providing the signal to you.

Once you have checked all of the above please try the following:

- Switch the power off to both the Nano PoE box and the Air Router Power Supply plugs and leave for 5 minutes then turn the power back on. Has this restored the connection?

- If there are no lights on the equipment but you have power please phone for assistance. It maybe your equipment has malfunctioned.

DO <u>NOT</u> RESET THE ROUTER OR THE NANO

Resetting the equipment defaults it to factory settings which will require our team to re-install the configurations. Meanwhile you will no longer be able to connect to our service.

For assistance phone: 01397 313013

This is an automated service which will create a ticket on our support desk.
We endeavour to respond within the shortest time possible.

If you have internet access via a friend or neighbour email: support@locheilnet.co.uk.

For your consideration:

Locheilnet is a community project which due to it's geographical spread is run and supported in the various locations, by volunteers who also have regular day jobs.

Your help in checking your equipment in the event of a fault is therefore invaluable to us as our volunteers have to fit in 'call outs' in and around their normal working hours.

Locheilnet reserves the right to levy a 'call out' fee to cover time and materials for the repair or replacement of equipment damaged by causes outwith Locheilnet's control.

Thank you for your continuing support.