

## EASY TROUBLESHOOTING GUIDE

Customer satisfaction is our number one priority. We provide an unrivalled technical support service to ensure a world class internet connection. If a connection problem occurs, there are a couple of steps you can take prior to contacting us. In most cases these steps may resolve the issue, but if the problem still exists, it will help us to identify the issue and return your service to normal as soon as possible.

### No connection?

- 1 Ensure there is power to your Antenna POE, and Router POE, the small black power bricks (A).
- 2 If you have determined that there is power to your Antenna POE, check the router POE light is on (B).
- 3 Check if the data cable is going from the LAN port on the Router POE brick (C) to the grey port on the router (D). If not, please reconnect properly, wait a few minutes and test your internet connection.
- 4 Check if you can see the planet light flashing on your router, if so you have an internet connection (E).
- 5 If your planet light is not flashing, disconnect the Router POE from the power supply and reconnect after five seconds, then wait a few minutes before retrying the internet connection.
- 6 If you still don't have internet connection, disconnect the antenna POE from the power supply and reconnect after five seconds, then wait for five minutes before retrying the internet connection.

If you still have a problem with your internet connection, please contact our technical team.



### Speed testing the WiFi

Please use <http://speedtest.befreewifi.com> to test your internet speed. Remove all devices from your WiFi network and use a computer or laptop only, connected with an ethernet cable. All other forms of speed tests made on WiFi will not be taken into consideration. If the result of your speed test does not match the speed you pay for, please contact our technical support team.