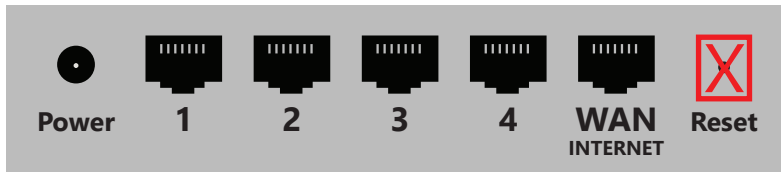


# Internet Connection Troubleshooting Guide

Connection problems can often be resolved by power cycling your Wireless Router and POE.

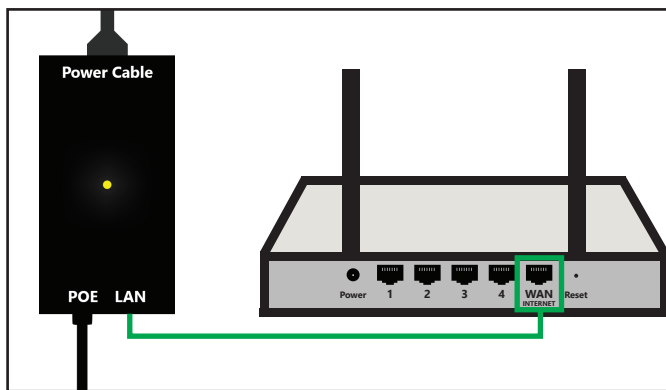
**Please follow the troubleshooting steps below.**

## Step 1: Power Cycle Your Wireless Router



**WARNING! DO NOT press the reset button** on the back of your router unless we ask you to! **This will prevent you from getting back online.** If the reset button has been pressed, skip to Step 3.

1. Unplug the router from the power strip or wall outlet.
2. Leave unplugged for at least 30 seconds.
3. Plug the power cable back in.
4. Wait another 45 seconds to 1 minute and try your internet connection.
5. If you are still unable to get online proceed to Step 2.



**Tip:** Make sure that the Ethernet cable that comes from the LAN port on the power supply above is connected to the internet (WAN) port on your router.\*

**\*VoIP Phone Customers:** This tip does not apply to you since your setup is different. Please refer to your VoIP Troubleshooting Guide.

## Step 2: Power Cycle the Power Supply (POE)

1. Remove the power cable from the power outlet on your power strip.
2. Leave unplugged for at least 30 seconds.
3. Plug the power cable back in.
4. Light should turn on.
5. Wait another 45 seconds and then try your internet connection.
6. If you are still unable to get online proceed to Step 3.

## Step 3: Contact Tech Support

If your connection is still offline, please call our Tech Support Team at 509-826-0300 or 888-317-7624.

### Over-the-phone tech support hours:

24 hours a day, 7 days a week.

**Note:** It is highly recommended to have a surge protector.

