

Basic Internet Troubleshooting Guide

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“My Internet is Slow / Not Working”

- 1) Locate your router. If it is supplied by us, it will either be a TP Link or Mikrotik router, as pictured below.



- 2) Unplug the power from your router (and the PoE injector pictured below if using a TP Link router) for at least 30 seconds and plug it back in. Wait 5 minutes for your radio to sync back up.



“Rebooted the equipment, but still no Internet.”

Call or Text our support team at [903-546-5700](tel:903-546-5700) for further assistance.