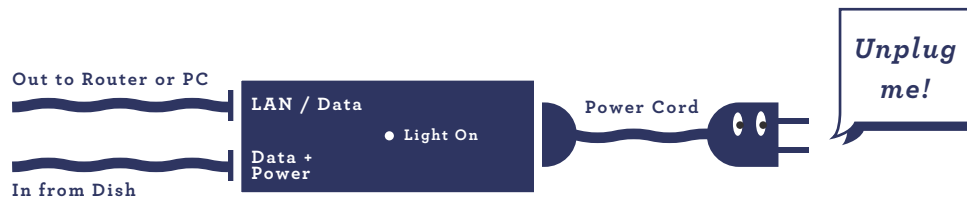


Connection issues? This guide will have you surfing in no time.

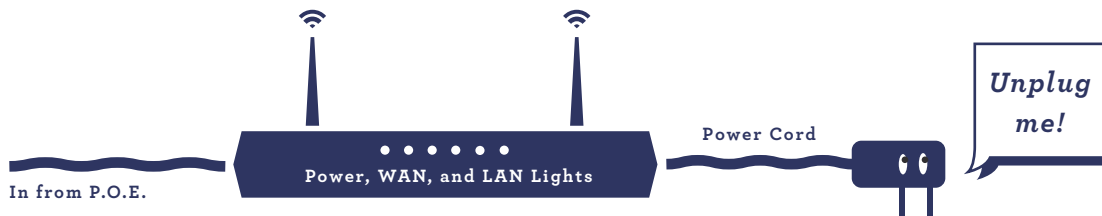
1 Rebooting your PoE:

Locate the *Power Over Ethernet* adapter (PoE). You can find the PoE by tracing the Ethernet cable from the back of the router to the "LAN / Data" port of the PoE. If you do not have a router, the PoE will be plugged directly into your computer's Ethernet port via an Ethernet cable. Once located, unplug the PoE power cord for ten seconds. After ten seconds, plug the power cord back in and confirm that there is a solid light on the PoE (not blinking). Wait three minutes for your dish to reboot, then test your connection.



2 Rebooting your Router:

This step only applies if you connect to the Internet wirelessly (Wi-Fi) via your laptop, smartphone, tablet, etc... Routers are small, flat boxes that stand vertically or lie flat. Routers are usually black or white, with lights in front, Ethernet ports in back, and sometimes external antenna. Cambium, TP-LINK, Netgear, Linksys, and Belkin are common router brands. Unplug the router's power cord for ten seconds, then plug it back in. Wait up to three minutes for your router to reboot, then test your connection.



3 Checking your Wi-Fi Connection:

After completing Steps 1-2, verify on your computer or wireless device that you are connected to your Wi-Fi network. If not, reboot your computer or device and retest.

Check your router and PoE connections carefully to confirm that they are plugged into the correct ports and wall sockets securely (pictured in steps 1-2).

Still no luck? No problem, give us a call: **866-378-8393**

Conifer Communications Equipment and Terminology

Equipment you will need to be familiar with:

Router - This is what gives you Wi-Fi in your home. It allows multiple devices to connect to the Internet. It's generally a larger, flat box with antennas attached.

PoE - (Power over Ethernet) This is what powers the Antenna/Dish on the roof. It is a small, rectangular box with a power cable on one end and two Ethernet cables on the other end. One of these cables runs outside, to your Antenna/Dish, and is commonly black. The other Ethernet cable generally goes to your Router and is commonly blue or yellow.

Equipment you don't need to worry about:

Antenna/Dish - This is the dish on your roof or in your yard that receives the Internet connection from a Conifer tower site.

Radio - This is a small box attached to the antenna that acts as your modem and is the "brains" of your dish.

Other Terms:

Mbps (Megabits per second): A unit of measurement for the speed of your internet.

GHz (Gigahertz): A unit of frequency that Wi-Fi uses:

- 2.4GHz - This is the most common frequency for routers to use. It goes through walls more easily so you can get more coverage in your home.
- 5GHz - Another common frequency that some routers use. It is less prone to interference, but doesn't travel through walls as efficiently as 2.4GHz.

Wi-Fi Bars - Wireless bars will show in the toolbar of your wireless device when connected to Wi-Fi. This isn't a representation of how strong your Internet signal is, but a representation of how well your router and device are communicating.

Direct Connection - If you're ever having internet issues, our phone technicians will most likely ask you to perform a direct connection. To do this you will need to take the Ethernet cable that plugs into your router from your PoE and plug it directly into your computer/laptop. What this does is it determines whether or not your router is causing your internet issues or your antenna is.

Power Cycle - To perform a Power cycle, you simply power off your equipment: the antenna at the PoE and the router from its power cord. Then wait 30seconds to 1 min, and then plug the equipment back in. It will reboot as it cycles on.

