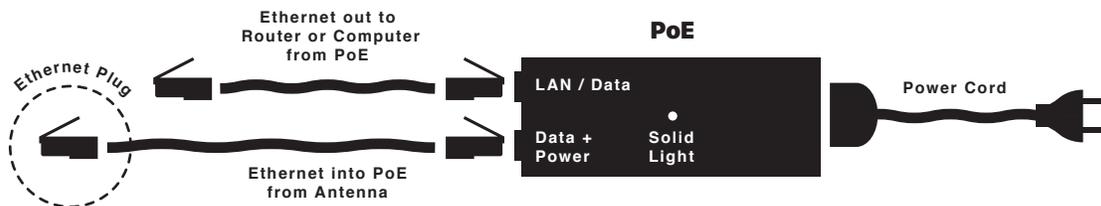


Connection issues? This guide will have you back online in no time.

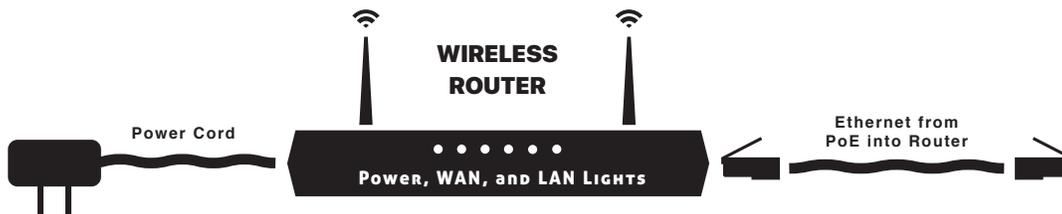
1 Rebooting your PoE:

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 a minimum of one minute. After one minute, plug the power cord back in and confirm that there is a solid light on the PoE (not blinking), then test your connection. Note: after rebooting the PoE, your dish may take up to ten minutes to reestablish connection to the Internet.



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. To reboot your router, unplug the power cord for ten seconds, then plug it back in. Wait up to three minutes for your router to reboot, then test your Internet to see if it is now working.



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 reverify.

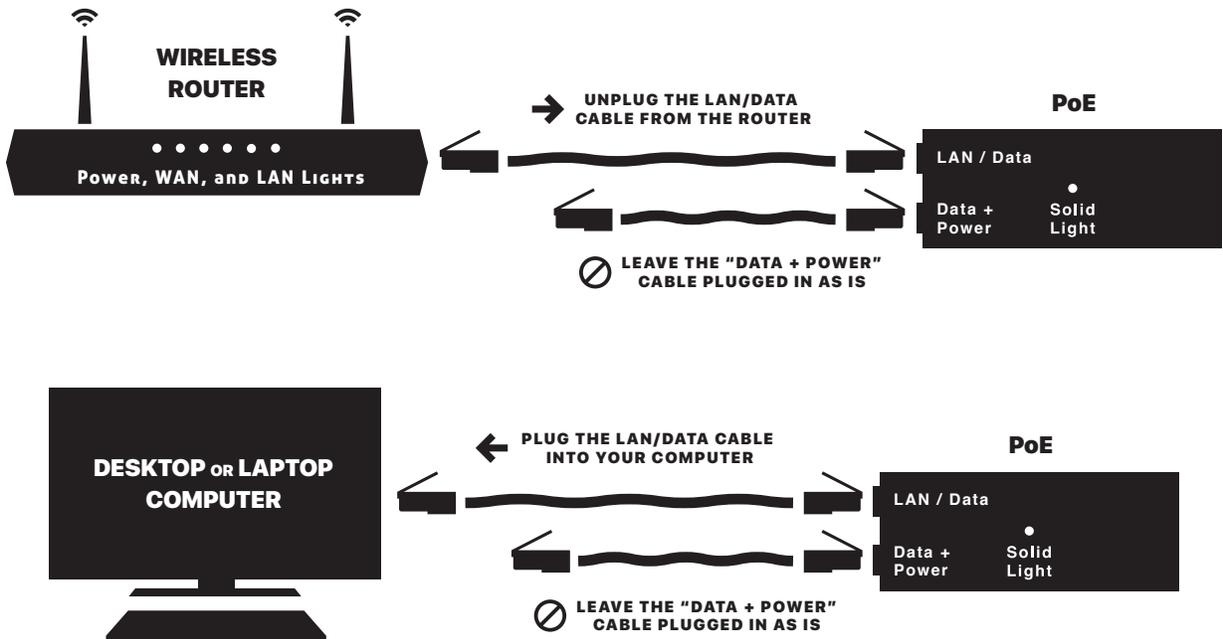
Check your router and POE connections carefully and confirm that they are plugged into the correct Ethernet ports and wall sockets securely (pictured in steps 1-2).

4 Direct Connection Test:

If you are still having connection issues after rebooting your equipment, our phone technicians will most likely ask you to try a direct connection test. This is done by simply unplugging the LAN cable from your router, and then plugging it directly into your desktop or laptop computer. Performing this test removes your router from the line of connection. This will help to determine if said router is causing the connection issue.

➤ **Direct Connection steps are as follows:**

- A** Locate the LAN/Data cable that is currently connected between your router and your PoE (see page 1/3 for detailed PoE info).
- B** Unplug said LAN/Data cable from the router. Leave the POE end plugged in as is.
- C** Locate your computer’s LAN port. For desktop computers, this port will likely be in the back (with all of the other cable ports). For laptops, this port will likely be on the side.
- D** After locating the LAN port, plug the LAN/Data cable into the LAN port. The cable plug should click when fully seated in the port (similar to a telephone jack).



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

Equipment and Terminology Guide

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 small, flat box with antenna attached (pictured on page 1, step 2 of this guide).

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 runs from the PoE to your router and is commonly blue or yellow (pictured on page 1, step 1-2 of this guide).

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 device attached or built into the antenna/dish that acts as the modem and is the "brains" of said antenna/dish.

Other Terms:

Mbps - Abbreviation for Megabits per second. Internet speed is commonly measured in Mbps.

GHz - Abbreviation for Gigahertz, a unit of frequency used by wireless radios.

2.4GHz - This is the most common frequency for routers to use. 2.4GHz penetrates walls and floors (etc) more efficiently to provide better Wi-Fi performance throughout your home.

5GHz - Another common frequency for routers to use. It is less prone to interference, but does not penetrate walls (etc) as efficiently as 2.4GHz. 5GHz works best when used within close proximity to your router.

Wi-Fi Bars - Wi-Fi bars will show in the toolbar of your wireless device when connected to Wi-Fi. The number of Wi-Fi bars displayed is not an indication of how strong your incoming Conifer Internet signal is, but an indication of how well your router (Wi-Fi) and wireless device are communicating.

Direct Connection (see page 2/3 for illustrated instructions) - If you are having connection issues, our phone technicians will most likely ask you to try a direct connection test. To do this you will need to take the Ethernet cable that plugs into your router via the PoE (pictured on page 1 of this guide), and then plug said Ethernet cable directly into your computer or lap top. This step will eliminate your router from the line of connection and help to determine if it is causing the connection issue.

Power Cycle - Put simply, power cycling means to manually unplug your equipment from its power source for one minute, and then plug it back in. Unplug the power to the dish via the PoE, then unplug the power to the router via its power cord. Wait one minute, then plug your equipment back in. Your equipment may take up to ten minutes to reestablish connection to the Internet after power cycling. See page 1, steps 1-2 for detailed steps in power cycling your equipment.