Troubleshooting your internet connection

1. The first thing you want to check is your router connection. If you are having connections issues. Restart the router. There is an on/off switch located on the back of most routers. Count to 10 and either turn it back on or plug it back in. Wait 2-3 minutes before trying your connection again to give the router time to fully boot up.
2. If you are still having issues check to make sure the routers "WAN" light in on. Each router is a little different. Most have "WAN" labeled on the front or is indicated with the symbol pictured below.

3. If the WAN light is not on, check the connection in the back of the router. The WAN port is labeled and is blue on Cambium routers and red on Mimosa routers. Unplug the cable in the blue or red WAN port and plug it back in, make sure it is seated properly.

4. If you are still having issues with your connection and can not access the internet, you may need to restart the subscriber module that is located outside. To do this, depending on the router, follow the cable coming out of the WAN port to a power injector/power brick (pictured below). Unplug the power brick from your electrical outlet for 5 seconds and plug it back in. DO NOT unplug the cables going into the power brick, if these are swapped it may damage your router beyond repair.

5. If you have am R201P router or a Mimosa G2, this may be powering the subscriber module and you may not have a power brick. If that is the case, when you reboot the router, it will also reboot the subscriber module at the same time. Some of you have also had the POE port go out on your R201P routers and have a power brick instead. If you have had power issues corrected in the past, look for the power brick. See below for the different router options.

R190

R195

R201P

G2