

Tele-NET

111-A W. Goldfield Avenue
Yerington, NV 89447
Phone (775)-463-3737
Fax (775) 463-1936



Wireless Client Basic Checklist:

Checking at your end:

If your connection is not working, there are a couple of things to do **BEFORE** calling (when you call, we're going to have you do these anyway, so why not get a head start?).

Check your connection after each of these steps. Any one could be the one that fixes the issue.

- 1.) Check your cables, both network and power (see diagram). For power, also make sure the other end is securely plugged into the wall. You'd be surprised how often we find that something has become unplugged (typically power -- sometimes the dog or cat has gotten back where the cables are and bumped something loose.) **Either remove and replug only one item at a time, or very carefully follow the diagram. Incorrect connection can damage the radio or your computer. You are responsible for any damage you may cause.**
- 2.) Reboot your router, if it's a standalone unit. Unplug the round, black power plug from the back of the router -- sometimes power fluctuations (spikes, brownouts, flickers) can leave the router unable to properly send & receive data.
- 3.) Reboot your radio, (for the same reason -- power problems cause about 95% of all issues). The first item connected to the cable coming in from the outside radio antenna is called a POE (power-over-ethernet) unit. One socket of this will be marked "CPE" or "POE". Unplug this wire from the unit for about 30 seconds then plug it back in, allowing the radio to fully reset (about 30 seconds or so after plugging back in.)
- 4.) Shut down and restart your computer. Do a full power-off shutdown, not just a Windows restart. Sometimes Windows can stop communicating properly. A full power-off will allow all memory and buffers to clear, and you can get a fresh start.
- 5.) If you are using a standalone router, (the Netgear unit), try changing the port the cable from the computer is plugged in to. (see router diagram). An electrical surge might have damaged one of the ports, but left the others functional -- it's happened before and surprised us, too.
- 6.) If you are using one of our wireless Netgear routers, and cannot stay connected with your laptop, for example, check the router's antenna. Make sure it is in the upright position, and try moving the router to a different spot. Radio waves sometimes have problems with furniture, walls, doors, the computer the router's sitting next to, the refrigerator in the next room, etc. All these things reflect and/or refract the signal, and since we cannot see the radio waves, only experimentation with the antenna placement will reveal the best spot for it. Up, and in the open is usually better, not behind or beside something, or surrounded by wires, or at or near floor level.

The next step:

If all this hasn't helped, by all means, give us a call. Sometimes there's another reason for the problem, and once we know it is not on something we cannot see or test at the other end, it becomes easier to find within our system. Once in a while, a hilltop radio (access point) receives corrupted data packets (from radio interference, viruses, etc.), and cannot clear them from its buffers. The system is designed to reboot and clear the radios if this happens, but sometimes an access point responds to the monitoring even though it isn't processing data. In this case once we know to look for the condition, we can manually reboot the unit and get things moving again.