

Troubleshooting an Internet Outage

These are simple troubleshooting procedures you can take when your Internet service is out before calling iGo:

Power Down Equipment:

1 - Power down the POE device. This is usually a small black square box with a white or green light and it has (2) Ethernet cables plugged into it as well as a power cable or adapter. Do not unplug the Ethernet cables, just disconnect the power at the electrical outlet. Leave the POE off and go to the next step.

2 - Power down the router. The router usually has a power cable plugged into the back of it . Do not unplug any of the Ethernet cables plugged into the router. Disconnect the power from the router and leave it off for now.

Also, turn off all devices (PC's tablets etc.) at this time.

Power Up Equipment:

3 - Plug the power back into the POE device. Wait 30 seconds and move to step 4.

4 - Plug the power back into the router. Wait 30 seconds and move to step 5.

5 - Power on any PC's, tablets or other devices you use.