

# Properly Rebooting Your Internet Equipment

Below 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 that is located between your router and the outside antenna. It has its' own power cord and it will have (2) Ethernet cables plugged into it. Do not unplug the Ethernet cables, just disconnect the power at the electrical outlet or out of the power strip. Leave the POE unplugged and go to the next step.

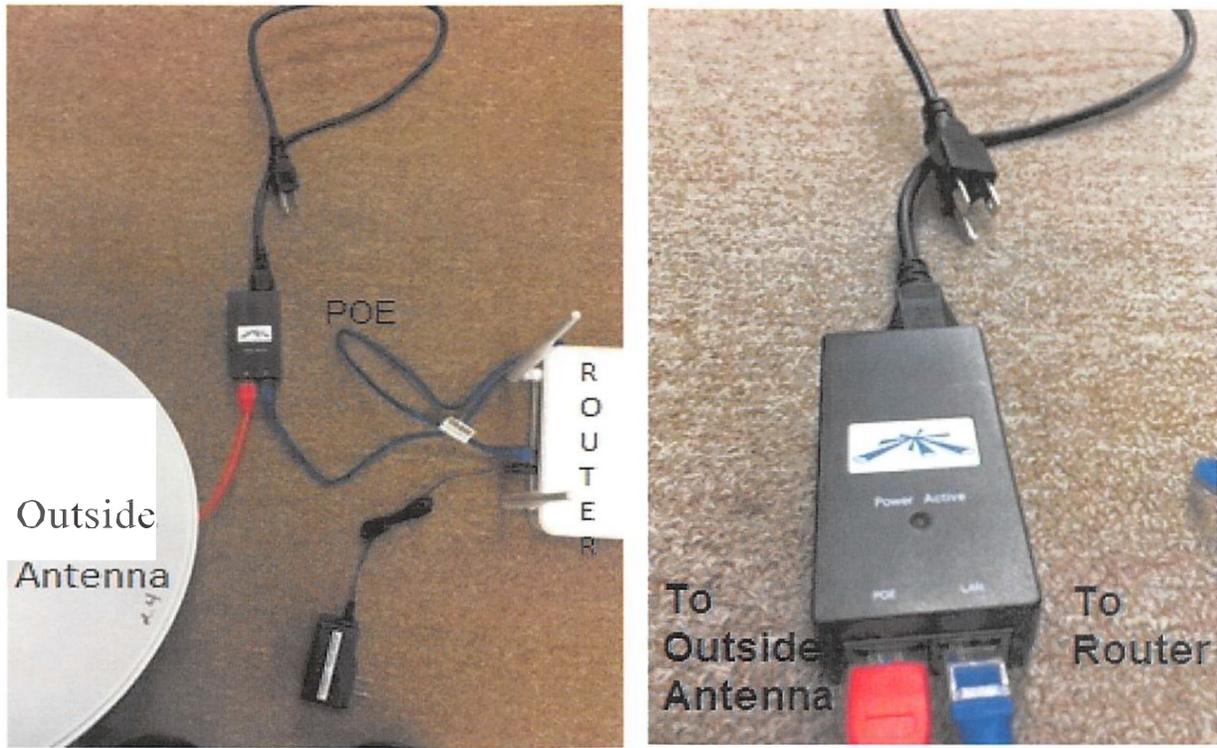
2 – Power down the router. The router usually has a power cord and Ethernet cables plugged into the back of it. Do not unplug any of the Ethernet cables from the router, just unplug the power cord from the electrical outlet. If you have both power cords plugged into a power strip, unplug them separately from the power strip. **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.

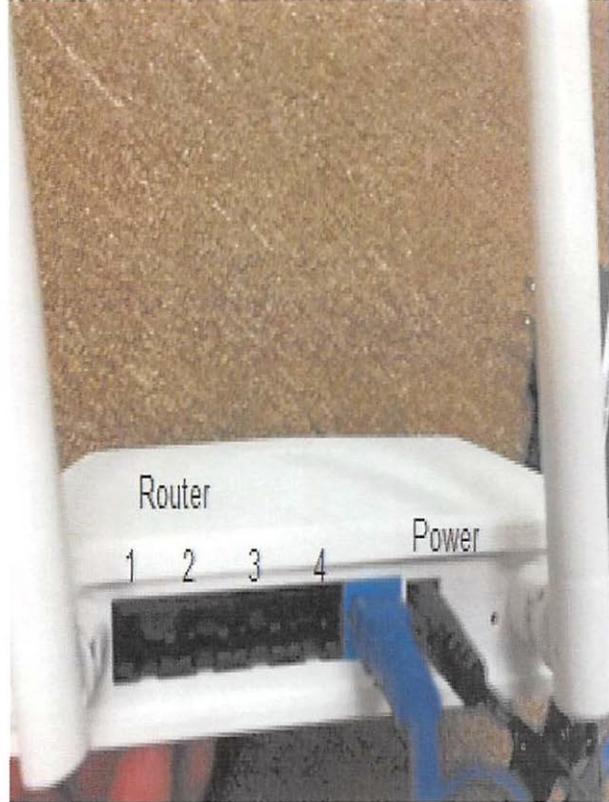
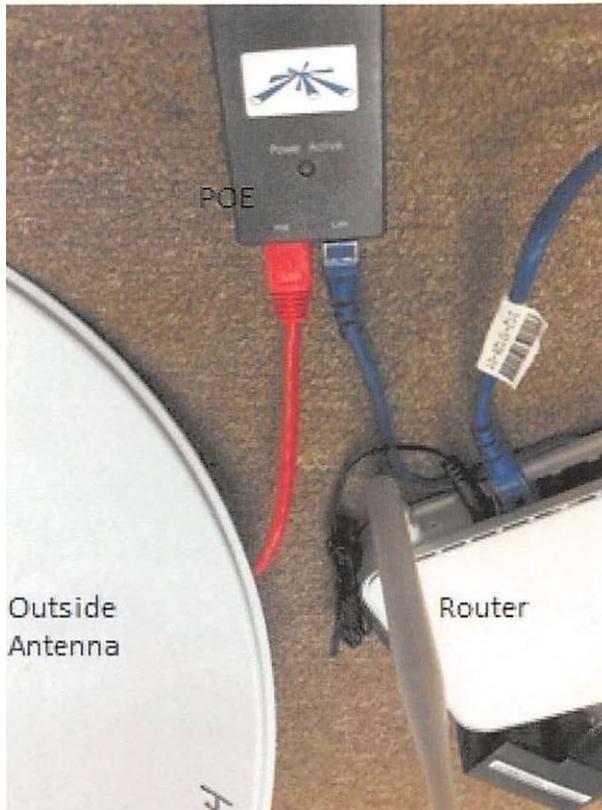
4 – Plug the power back into the router. Wait 30 seconds and move to step 5.

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



This is what the equipment looks like.

To reboot the equipment, shut down all computers and other devices that use the Internet. ***It is important to follow these steps in this order for a successful reboot.*** Once all devices are off, simply unplug the power cord to the POE and also the power cord to the router. You do not need to unplug the cable ends, only the power into the surge protector or wall outlet. Leave unplugged for at least 30 seconds. Plug up the **power cord** to the **POE first**, wait at least 30 seconds. then plug up the power cord to the router. Wait at least 30 seconds again and then begin turning on your devices one at a time.



The cable from the outside antenna comes into the house and plugs into the PoE device (black box) into the PoE port/jack. The LAN port/jack cable from the PoE device, connects to the Internet/WAN port/jack on the router. This port is usually a different color from the other ports on the router.

# Getting a new Router?

If you are changing the device that is plugged directly in your iGo PoE, you will need to give us the MAC address of your new device. For example, a new router that you have purchased.

When you call us, you will also need to let us know what date you will be changing to your new MAC address.

Thank you,

iGo Tech Support

(866) 935-8307

# Mac Addresses

## **What is a MAC address?**

A MAC (Media Access Control) address is a unique identification number assigned to devices, such as a network card (NIC) or a router, that allow a computer to attach to a network. iGo uses your MAC address to verify you are a customer.

## **Update your MAC address**

Should you need to update your Internet or WAN MAC address of your router, please send us an email or give us a call at 866-935-8307. Be sure to tell us when you will begin using the new device with the different MAC address.

## **Getting a new router?**

If you are changing the device plugged in your iGo POE, you will need to give us the MAC address of the new device. For example, your router that is plugged directly into your iGo PoE and you are replacing that router, you will need to give us the Internet or WAN MAC address of your new router before you begin using it. Should you have problems with locating the Mac address, please contact your router manufacturer to obtain this information.

When you call us, you will also need to let us know what date you will be changing to your new Internet or WAN MAC address.



**Due to problems in the past with lightening, we ask that you unplug your internet equipment/POE from the power when you know or hear of a storm approaching.** Please have your wireless equipment plugged into a surge protector so that in the event you are not at home, there will be some protection to the equipment. **If these proper precautions aren't made, you could be liable for the cost of the outside equipment.**

Also, we want to add, if your internet service goes out at any time please call ( 866) 935-8307 and let us know. We will check and determine if there's a problem with our equipment or if the outage is on your side. **Sometimes if the problem is at your house, we don't know unless we hear from you.**

