HOW TO FIX MOST INTERNET CONNECTIVITY PROBLEMS

Most internet connection problems you may experience can be solved by power-cycling (commonly called "re-booting"), as described below.

1. Locate the black or white device that connects to your external (outdoor) radio antenna. This is called the POE (Power Over Ethernet) device.

Below are the most common POE devices, and you will probably have one of these.

2. Unplug the power cord from the POE device for 10 seconds. Then, plug the power cord back into the POE.

3. Wait 60 seconds after completing step 2. If you have a router for multiple computers, you will need to unplug the power cord to the router for 10 seconds as well.

4. Once these devices have been power-cycled, allow another minute and then use your web browser (Internet Explorer, usually) to check for internet access.

5. If you are unable to get online after step 4, re-boot your computer.

If power-cycling does not solve your internet connectivity problem, then contact Cirra Network's customer support team at (817) 259-1100.

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