



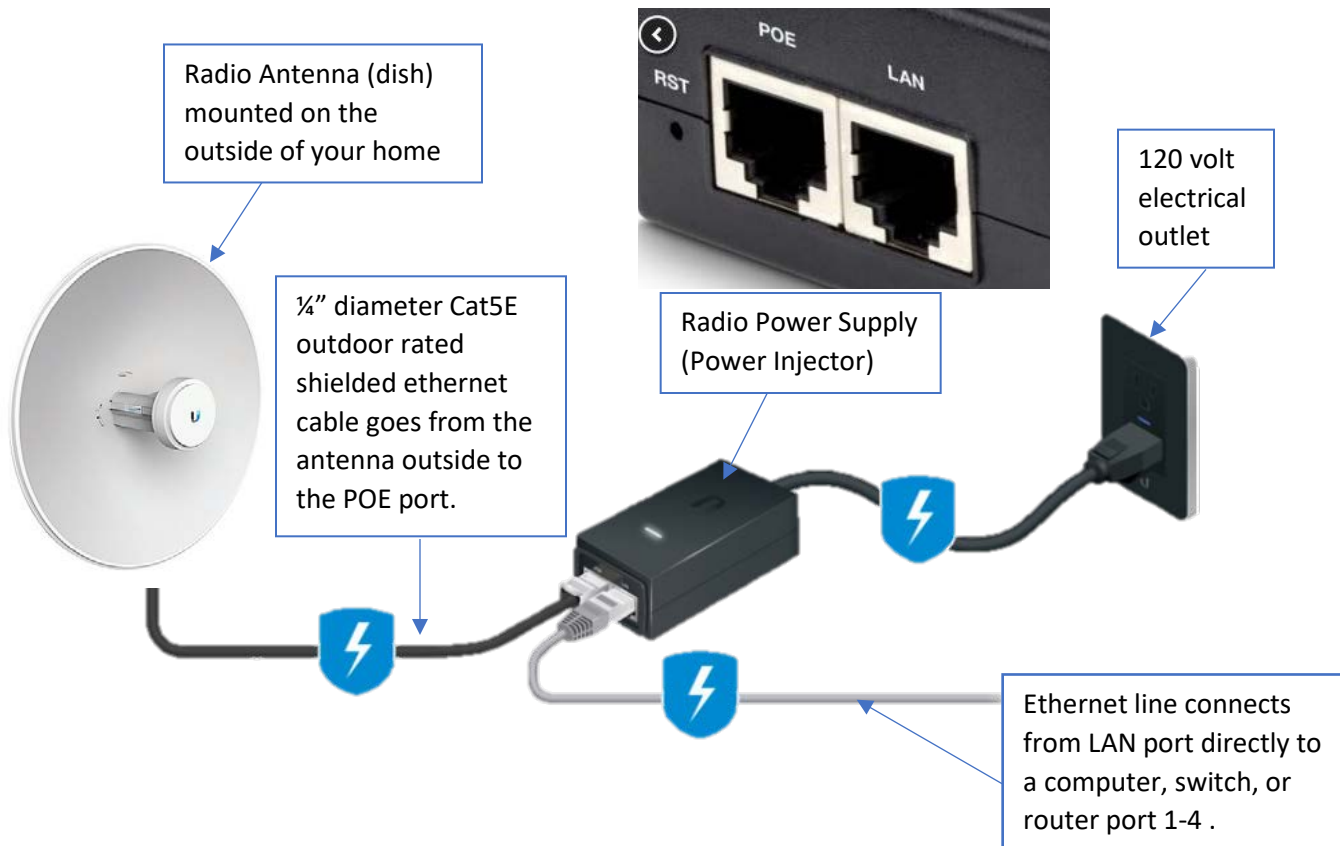
Star Communications LLC.

Troubleshooting “No Internet”

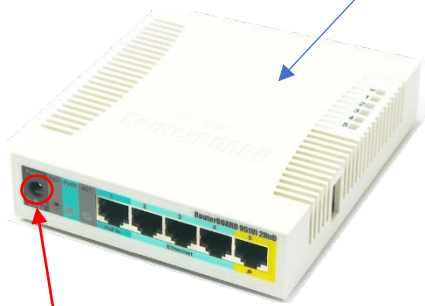
Follow these steps to attempt to get your internet back online:

1. Make sure that power is going to both your router and the power injector. Ensure a breaker is not tripped or that your equipment is not plugged into an outlet that is controlled by a light switch.
2. Ensure that the router power is turned on & that the appropriate lights are displayed on your router. **DO NOT, under any circumstances, hit the reset button on the router** as it will delete all of our programmed settings and will result in an automatic \$50.00 Service Call for a technician to come out and reprogram your router.
3. Unplug the power cord that runs to the back of your router **from the electrical outlet that it is plugged into**, waiting only until the lights on the router have turned off (approximately 30 seconds) and then plug it back in. *This helps avoid accidentally hitting the reset button because you are not touching the backside of the router by doing this.*
 - Doing this will power cycle your router and often it will trigger a reconnect to the antenna that is mounted outside.
 - *If you own or lease a router from Star Communications be sure the cord in the back of the router is in a port labeled 1-4 (never have it in the blue port on an Asus or TP Link router).*
4. Unplug the power cord for the Power Injector (small black rectangular box) **from the electrical outlet that it is plugged into**, waiting only until the light on top has turned off (approximately 15 seconds) and then plug it back in.
 - Doing this will power cycle the antenna that is mounted outside and often it will trigger a reconnect to the access point.
 - *Please be aware that your internet may come & go for approximately 7-10 minutes while it reconnects and renegotiates to the Access Point after you have completed a full power cycle.*

If none of these steps work and you have been without internet for more than 15 minutes, please contact Star Communications at (920) 560-2437.



Black Asus Router:
The power cord runs from here to the electrical outlet.



White Mikrotik Router:
The power cord runs from here to the electrical outlet.
You may see a red light on by port 5. It is not abnormal for it to be either on or off.



White TP Link Router:
The power cord runs from here to the electrical outlet.

Troubleshooting “No Internet” Cont.

ENSURE IT IS NOT A DOCUMENTED ISSUE/OUTAGE

5. Check our network status page to ensure there is not an outage on the tower that connects your internet. Go to www.StarComWI.com and click **Network Status** from the left side menu options. You will be brought to the Network Status page which looks like the image below.

ACCESS POINT	STATUS
AP-ALLCAN	EXCELLENT
AP-ANDY	EXCELLENT
AP-APPLETON	GOOD
AP-AUER	EXCELLENT
AP-BANKIE	EXCELLENT
AP-BARTEL	EXCELLENT
AP-BARTEL	EXCELLENT
AP-BEACH_LONGLAKE	GOOD
AP-BORTH	GOOD
AP-BORTH	GOOD
AP-BRUETTE	EXCELLENT
AP-CENTER_VALLEY	EXCELLENT
AP-CENTER_VALLEY	EXCELLENT
AP-CLINTON	GOOD
AP-COENEN	GOOD
AP-COOPER	GOOD
AP-DECOSTER	GOOD
AP-DIEDERICH	GOOD

6. Also check our Facebook page to ensure there is not a documented outage, as most known outages are posted on our page with updates as we receive them from technicians. We can be found by searching for Star Communications LLC on www.facebook.com.

