



## Troubleshooting Guide

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### Policy & Procedures

Router policy: RidgeviewTel will NOT provide routers and other Networking devices outside of our standard install requirements for Internet access. RidgeviewTel is not responsible for customizing, securing or setting up home networks for file sharing.

E-mail Support: RidgeviewTel will setup your email accounts either via [www.webmail.us](http://www.webmail.us), or through the current email client that you are using. We cannot guarantee the functionality of or customize third party clients.

Internet connection: RidgeviewTel will troubleshoot your Internet connection. If for some reason a technician is required to come to your home and verifies that our service to you is not the issue, you will be charged a trip service fee. If for any reason you have third party software on your computer like, Earthlink, AOL, MSN, or Norton that block your connection to the Internet and/or your email, RidgeviewTel will do their best to assist or guide you. However, if technical support is unable to resolve or solve the issue, you will be referred to the software manufacturer or computer manufacturer if necessary.

If you have lost your Internet connection or are unable to send/receive email, please follow the basic troubleshooting steps found in this guide.

Tech Support Hours: Tech support is available Monday through Friday 8am to 6pm. If you have reached us after hours please leave a message and a technician will contact you the next business day. If you call between the hours listed and a live Technician is busy with another customer, please leave a message and the next available Technician will respond to your concerns. Our customers are important to us and every attempt will be made to respond to your voice mail the same business day.

**Please make every attempt to work through the steps listed in your troubleshooting guide before contacting our Technical Support team at 800-591-3060 menu option #2.**

## Power Cycling the Power Over Ethernet (PoE) device



The picture above illustrates which device was installed in your home. The PoE is installed with your service as a way of powering the radio that is installed on the roof of your home. Without this, the radio does not receive power causing you to be without service.

Before calling the technical support team please follow the steps listed below. From time to time the PoE needs to be recycled which will allow the radio to clear its data, and any issues it maybe facing. Once power is restored the radio can then re-associate with our main towers up on the hill, restoring service back to you. If a Technician asks you to recycle the PoE or if something happens, please follow these steps:

1. Log out and shut off your computer.
2. Unplug the black cord (the universal power cord) from the back of the PoE, do not plug it back in right away.
3. Next, unplug the network cable where it says CPE on the PoE device. Then return the plug to the CPE location, press into to slot until you hear a click.
4. Plug the black cord back in to the PoE, you should see a red or green light on the middle of the PoE.

Restart your computer, and that completes the PoE recycling.

## Power Cycling the Router



Above is a sample picture of a wireless router. There are many brands on the market so this may not look exactly as the one you have in your home. Regardless of the model, the power cycle works the same for every router.

If you have a router please follow steps 1 through 3 under Power Cycling the PoE on the previous page. After you have completed steps 1 through 3, please do the following:

1. Unplug the power from the router for about 30 seconds.
2. Plug the power cord back in. Wait at least 1-2 minutes for the router to re-calibrate and pick-up the internet connection or any other wireless signals you may have.
3. After the router has completed the cycle, look on your computer to see that you are connected. On a PC look on the bottom right hand corner near the time and on a MAC, there will be a wireless connection at the top right. If your connection does not say connected, then go into your wireless icon and double click to view your wireless connection. At this point, you will need to select your router, and press the button that says connect.

You now should be able to open up your Internet browser. Please contact our Technical Support team at 800-591-3060 - menu option #2 if issues persist further.