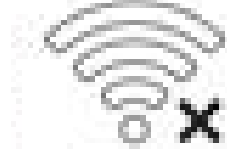


IF YOUR INTERNET IS NOT WORKING TRY THE FOLLOWING BEFORE CALLING SUPPORT

1. Ensure your wifi is turned on. In the bottom right or top right corner of your computer screen you will see your wifi network symbol. If this has an error symbol on it, or looks empty that means your wifi is not connected. Try clicking on this to make sure you are connected to the correct network.



These symbols mean WIFI is turned off

2. Power Cycle. Unplug your router and radio for 15 seconds and then plug everything back in. Sometimes your router or radio just needs rebooted to work at its full capabilities.

4. Make sure your cables are connected properly.

5. Check your cables for damage.

6. Check your radio outside for damage.

6. Check your power lights. Look on your router to ensure that there is three different lights on. These are your power, wifi, and internet lights. If one of these is off call your IWW technician.