



**SALEM INTERNET INC.**

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## **SII Cell Internet Troubleshooting**

Troubleshooting steps that you can do to get your internet connection restored.

### **1. Your Internet Connection is not working on any devices.**

- a. Do you have lights on your router?
  - i. Yes, reboot the router. See letter b.
  - ii. No, do you have power? Is the outlet working or power strip?
- b. Reboot the router, find which router you have below.
  - i. m519-White box with 6 antennas-There is a power button on the left side of the black rectangle where the lights are. It has a little green light on it. Press the button till all lights go out and give it 15 seconds. Press the button again till the little light comes on. Let the device boot up and get all the lights turned on.
  - ii. SII Label-Black box with 6 antennas-on the back side of it there is a black button that says ON/OFF. Press that button and it will pop out. Give it 15 seconds with it popped out. Push the button again to turn it back on.
  - iii. Gateway-black box with a light in the upper left corner- pull the power cord out for 15 seconds and plug back in. Wait for it to boot back up.
  - iv. If you have a mesh system, white cubes or white discs. Unplug the power cord to them and plug back in after 15 seconds. Give them time to boot up and link up.
- c. If still having issues please call or text us. We are happy to help.

### **2. Your Internet connection is working but it is very slow.**

- a. Reboot the device that you are using and make sure that it has the latest updates.
  - i. Windows computer that is not updated can slow a internet connection down for other devices.
  - ii. Check your streaming device, by unplugging it from the electrical and see if the speed of the connection increases. If it increases with the device

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unplugged you may have an issue with that device. If you do not see any improvement plug it back in.

- b. Reboot the router, find which router you have below.
  - i. m519-White box with 6 antennas-There is a power button on the left side of the black rectangle where the lights are. It has a little green light on it. Press the button till all lights go out and give it 15 seconds. Press the button again till the little light comes on. Let the device boot up and get all the lights turned on.
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### **3. Your Internet connection is working but you can not get to certain sites.**

- a. Reboot the device that you are using and make sure that it is has the latest updates.
- b. See if you can get the site or app on another device.
  - i. Yes, there is issues with your device.
- c. Try another device with a cellular connection and see if it works.
  - i. Yes, reboot the router. See letter d.
  - ii. No, then the site/service is down.
- d. Reboot the router, find which router you have below.
  - i. m519-White box with 6 antennas-There is a power button on the left side of the black rectangle where the lights are. It has a little green light on it. Press the button till all lights go out and give it 15 seconds. Press the button again till the little light comes on. Let the device boot up and get all the lights turned on.
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- iv. If you have a mesh system, white cubes or white discs. Unplug the power cord to them and plug back in after 15 seconds. Give them time to boot up and link up.
- e. If still having issues please call or text us. We are happy to help.

### **4. Your Internet connection is working but not on every device.**

- a. Is your device connected to the Wi-Fi or with a cable?
  - i. Connected to wireless network- make sure you are on the correct network. If you see two familiar networks on the device, the network with 2 or no number is for mobile devices, the network with 5 or 5G is for stationary devices. The password can be found on the bottom of the main router. Restart the device if it is connected.
  - ii. Connected with a cable- make sure the cable is connected on both ends. The cable will need to be connected to a LAN port on the router and a network port on your device. Restart the device if it is connected.
- b. Reboot the router, find which router you have below.
  - i. m519-White box with 6 antennas-There is a power button on the left side of the black rectangle where the lights are. It has a little green light on it. Press the button till all lights go out and give it 15 seconds. Press the button again till the little light comes on. Let the device boot up and get all the lights turned on.
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