



SALEM INTERNET INC.

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Fixed Wireless Access (FWA) 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, which is either a box with antennas, white cylinder, white disk or a white cube. Unplug the power cord for 15 seconds and plug back in. Check all cables to make sure they have a good connection. Wait about 3-5 minutes for it to boot up completely before trying it again.
- 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 is 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 unplugged you may have an issue with that device. If you do not see any improvement plug it back in.
- b. Reboot the router, which is either a box with antennas, white cylinder, white disk or a white cube. Unplug only the power cord for 15 seconds and plug back in. Check all cables to make sure they have a good connection. Wait about 3-5 minutes for it to boot up completely before trying it again.
- c. If still having issues please call or text us. We are happy to help.

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 has the latest updates.
- b. See if you can get the site or app on another device.
 - i. Yes, there are 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, which is either a box with antennas, white cylinder, white disk or a white cube. Unplug only the power cord for 15 seconds and plug back in. Check all cables to make sure they have a good connection. Wait about 3-5 minutes for it to boot up completely before trying it again.
- 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 wireless network 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. Restart the device if it is connected.
- b. Reboot the router, which is either a box with antennas, white cylinder, white disk or a white cube. Unplug only the power cord for 15 seconds and plug back in. Check all cables to make sure they have a good connection. Wait about 3-5 minutes for it to boot up completely before trying it again.
- c. If still having issues please call or text us. We are happy to help.