

Cal.net Wireless Internet trouble shooting guide

This Document is meant to help you handle basic internet and computer problems before contacting Cal.net Technical Support. Please note that any issues not related to the Cal.net Wireless Internet Service will be charged \$95.00 minimum 1 hour and \$40.00 each additional half hour. Cal.net is not financially responsible for routers or equipment not purchased from us, and has limited liability on anything purchased through Cal.net, depending on the circumstances of a malfunction.

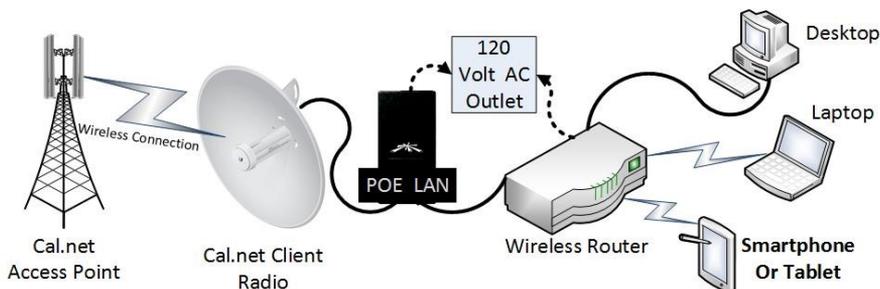
Basic testing if you can not get online

At your computer or device you can try the following:

- Try a different webpage like cal.net, wikipedia.org, microsoft.com
- Try a different browser like Chrome, Internet Explorer, or Firefox
- Try a different program or app, like Facebook, Skype or a Youtube
- Try a different device like a table, smart phone, other laptop, or computer.
- Confirm that your device is NOT connected to a cellular data network (3G,4G, etc)
- Check all the cables to make sure they are securely plugged in.
- Check that power is on for the Cal.net Radio, and your router
- **Power cycle Cal.net radio and Router, the best line of defense (see page 2)**
- Assess status of computer. Sometimes older or malfunctioning computers and devices may be operating very slowly due to other factors. If everything is slow on ONLY your device, it may need to be looked at by an Computer Technician.

Wireless client basic setup. A guide to understanding how you get internet.

The Cal.net Client Radio is connected to one of our towers. It has a single cable that brings the internet into your location through a small black rectangular box called a Power Over Ethernet, or POE. The wire from the POE box (the port labeled LAN) is usually connected to a router. Here is the most basic setup that many of our clients have in their homes and businesses:



Power cycle Cal.net radio and router

A power cycle is simply powering down a device and then powering it back up, sort of like restarting a computer. Usually it is only either the router or the Cal.net radio that is has an issue and requires a power cycle. However, it is always best to power cycle them both at the same time to eliminate problems.

DO NOT unplug any of the network cables attached to the POE box before or during a power cycle.

DO NOT RESET DEVICES. Resetting is different than power cycling. It is not recommended that you reset any routers by pushing in the reset button usually on the back of routers. This returns the internal software to its original manufacture state, losing any applied settings that are needed for your service.

To power cycle the Cal.net radio and router, you can do any of the following:

Method 1: Unplug the AC connection that powers the POE box, and your router. You can unplug both these devices either from the device itself or at the outlet they are plugged into

Method 2: Switch off the power strip or device that the POE and router are plugged into.

Please wait approximately 20 seconds for everything to be powered off. Then allow up to 5 minutes for the devices to come back online.

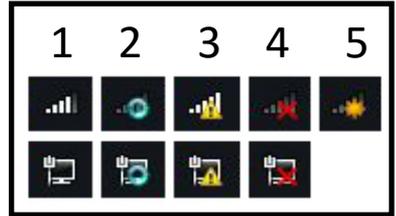
Note: Method 2 can easily be set up and become a good option because you will be able to power cycle everything at once. However, make sure nothing is plugged into the power strip that you don't want to turn off, like a desktop computer.

Connect Directly into the Cal.net Radio

You can plug your device, like a laptop or desktop, directly into the POE box, at the LAN Ethernet port and bypass the router. This will help with figuring out if the router has malfunctioned or if you have excessive traffic trying to go through your router. Usually you can disconnect the Ethernet cable at the router. You can find this by following the LAN Ethernet cable from the POE box. Make sure you have the correct one before plugging it directly into the Ethernet port of your device. Make sure you are only using a cable that is plugged into the port that says LAN **not** the one that says POE. The port labeled POE is connected to a black cable and should never be unplugged. Refer to the diagram above for assistance. Once you have done this you should allow a few minutes for your computer to connect to the network. If the issues you are having do not occur when circumventing the router, then there is likely a problem with the router. Note that doing this will make all devices connected to the router, lose their connectivity to the internet.

Check network notification icons

You can also look at your computer or device to see the connectivity status. In Microsoft Windows computers, you can usually look in the bottom right of the tray to see the Network Notification Icon. Android and Apple have similar icons so this guide should still be able to assist you. This information is very helpful if you contact Cal.net for support.



1. Connected and on the Internet. Your device should be able to get online.
2. In progress. Your device is trying to connect. Please allow up to 5 minutes.
3. No Internet. You are connected to a router, but are not getting service. The best step here is to power cycle the Cal.net radio and your router. (see page 2)
4. Not connected. Check all connectors. Check to make sure the light is on at the router and POE. Check the power connectors on the router and POE box. Test AC outlet with another device like a fan. If the lights are not on your network devices, but everything is plugged in, you may need some equipment replaced.
5. New network. This only applies to wireless connections. You can click here to try to connect to a new wireless network by selecting the name of the wireless network and entering the wireless password.

Wireless Signal:

• **!! Warning!!**

Please only do this if it is convenient and safe.



- Check the lights on the Cal.net radio attached to the building. The first light indicates power. The second light, labeled LAN, is the status of the Ethernet connection with the router or computer. The last 4 lights indicate signal strength, with red being the lowest.
- Check to see if anything is obstructing the signal between the Cal.net radio and tower, such as a large vehicle, or a blooming tree.
- Visually check the cable to make sure it has not been cut or damaged from an animal or power equipment.

(More on back)

Check status at Cal.net website

If you can get online with a mobile data connection or alternative internet connection, you can visit www.cal.net and click on "Network Status" at the top. Here you may find information about issues in your area.

Call for service if issues still exist

We appreciate your assistance with attempting all trouble shooting options. If you are still experiencing issues with getting online please contact us. Our support contact info is at the top of this page. The phone number will also have status updates if there is a known problem in your area and repairs are in progress.

Support for issues not related to Cal.net

If your issue is determined to be not relating to Cal.net or any Cal.net equipment, you may need a technical specialist to assist you. Please contact Cal.net support for a reference in your area.

About Cal.net

Cal.net is a privately-held premier Northern California based Internet Service Provider, offering a variety of services. The company's fixed-wireless broadband service currently provides high-speed Internet throughout most of western El Dorado and Placer Counties, portions of southern Nevada and Yuba Counties, northwestern Amador County, and parts of Calaveras and Tuolumne Counties, serving rural communities where no other provider is able to reach.

Referral Program

Cal.net offers a Referral Program for our existing clients. Please contact our sales department for more information. You can call our main line and press 3 for sales.

Wireless Router Info

Wireless Name (SSID): _____

Wireless Password: _____

For Network Technicians

Router Address: _____

Router login User: _____

Router admin Pass: _____