

WISP Trouble Shooting Guide

If you are unable to get onto the Internet

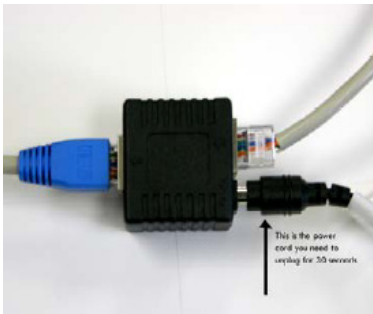
Please follow these steps completely before calling.

Following these steps resolves almost all issues.

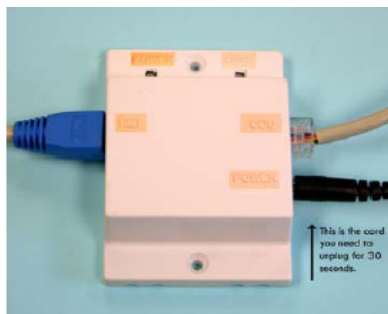


Reboot Your Radio: Unplug, wait at least a minute, plug radio back in

Raylink



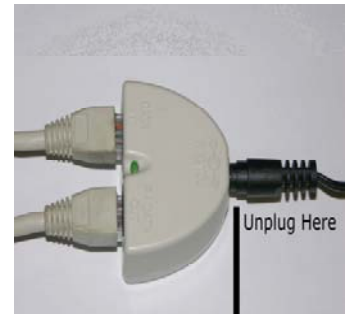
Trango



Motorola



Deliberant



Bullet



Reboot Your Router* (If you have one) : Unplug the power to the router, wait till the lights on the router go out then plug the power back in.

Reboot Your Computer.

If this doesn't resolve your issue please call tech support at 309.944.8823.

Remember if NBS repair dispatches and it's not a radio failure due to normal wear and tear you will be billed at the rate of \$75 per hour plus parts.

Please refer to the NBS WISP Customer Support Policy for further explanation.