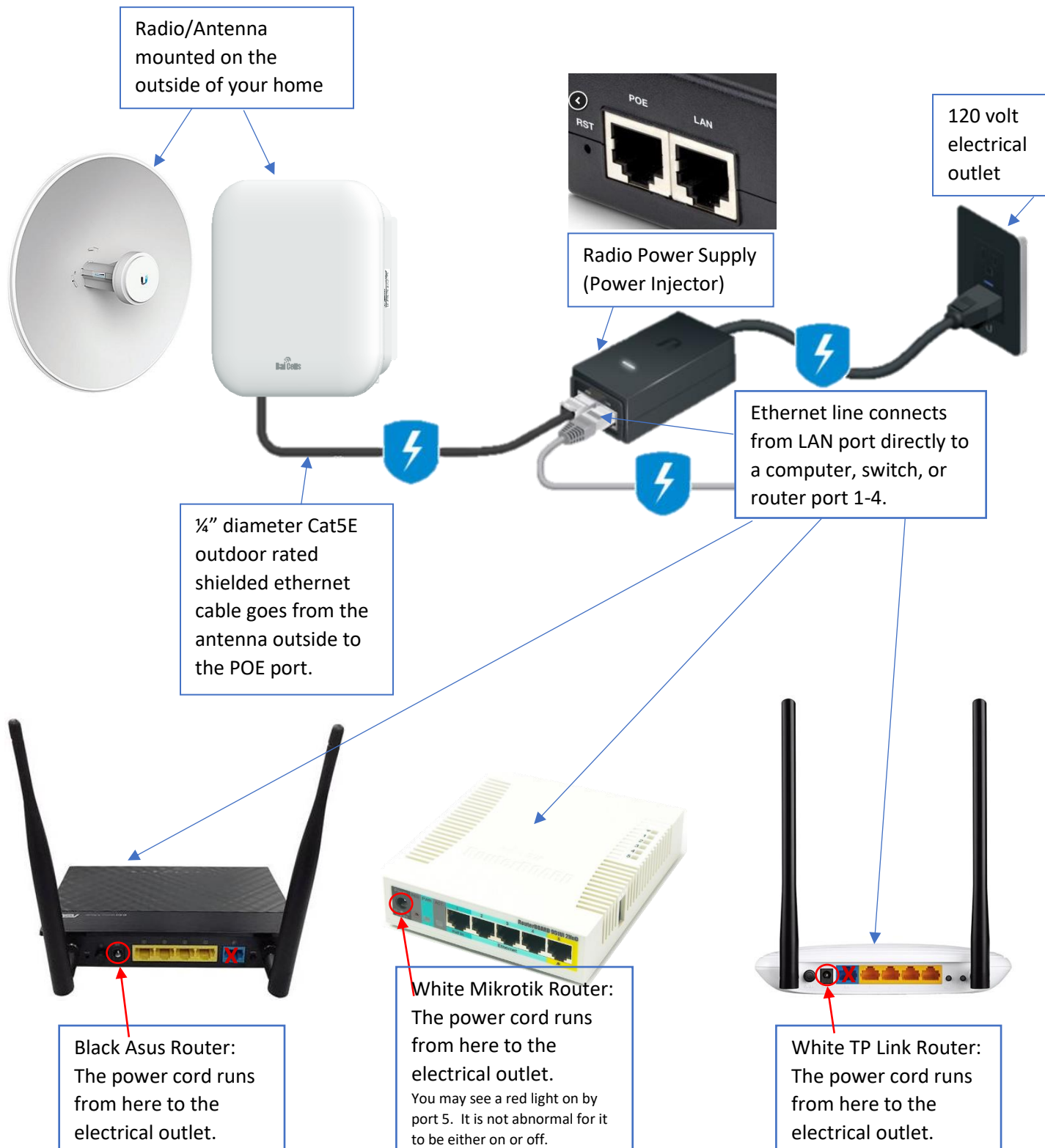


Star Communications Equipment Setup



Troubleshooting “No Internet”

1. **ENSURE IT IS NOT A DOCUMENTED ISSUE/OUTAGE**

Network Status Updates: Check our network status page to ensure there is not an outage on the tower that connects your internet. In the event of an outage, current outage information is posted on our Network Status page on our website.

<http://www.StarComWI.com>

In the event of an outage where there is an outage message on our phone system there is no reason to wait to speak to a customer service representative, as they will have no more information than what is on the recorded message. As we get updates from our technicians, we do update the phone message and the Network Status page on our website, so you can call back to listen to the message to see if there is an update, but please don't wait to talk to someone regarding the outage, as this bombards 1-2 people with an extreme call volume when the issue is already being addressed by technicians.

<https://www.starcomwi.com/network.php>

ACCESS POINT	STATUS
AP-ALLCAN	EXCELLENT
AP-ANDY	EXCELLENT
AP-APPLETON	GOOD
AP-AUER	EXCELLENT
AP-BANKIE	EXCELLENT
AP-BARTEL	EXCELLENT
AP-BARTEL	EXCELLENT
AP-BEACH_LONGLAKE	GOOD
AP-BORTH	GOOD
AP-BORTH	GOOD
AP-BRUETTE	EXCELLENT
AP-CENTER_VALLEY	EXCELLENT
AP-CENTER_VALLEY	EXCELLENT
AP-CLINTON	GOOD
AP-COENEN	GOOD
AP-COOPER	GOOD
AP-DECOSTER	GOOD
AP-DIEDERICH	GOOD

2. Also check our Facebook page to ensure there is not a documented outage, as most known outages are posted on our page with updates as we receive them.

<https://www.facebook.com/StarCommunicationsLLC>

Follow these steps to attempt to get your internet back online:

3. Make sure that power is going to both your router and the power injector. **Ensure a breaker is not tripped or that your equipment is not plugged into an outlet that is controlled by a light switch.** Both of those pieces of equipment should be plugged into an electrical outlet. You should see one light on the top of the power injector.
4. Ensure that the router power is turned on & that the appropriate lights are displayed on your router. You should see the corresponding port light on the router to whichever port you have plugged the ethernet line into (Example: if it is plugged into port 3 the light on port 3 should show up. If it does not please attempt to move the cord to a different port to see if the proper corresponding light on the port turns on). **DO NOT, under any circumstances, hit the reset button on the router** as it will delete all of our programmed settings and will result in an automatic \$50.00 Service Call for a technician to come out and reprogram your router.
5. Unplug the power cord that runs to the back of your router **from the electrical outlet that it is plugged into**, waiting only until the lights on the router have turned off (approximately 30 seconds) and then plug it back in. *This helps avoid accidentally hitting the reset button because you are not touching the backside of the router by doing this.*
 - Doing this will power cycle your router and often it will trigger a reconnect to the antenna that is mounted outside.
 - *If you own or lease a router from Star Communications be sure the cord in the back of the router is in a port labeled 1-4 (never have it in the blue port on an Asus or TP Link router).*
6. Unplug the power cord for the Power Injector (small black or white rectangular box) **from the electrical outlet that it is plugged into**, waiting only until the light on top has turned off (approximately 15 seconds) and then plug it back in.
 - Doing this will power cycle the antenna that is mounted outside and often it will trigger a reconnect to the access point.
 - *Please be aware that your internet may come & go for approximately 7-10 minutes while it reconnects and renegotiates to the Access Point after you have completed a full power cycle.*

If none of these steps work and you have been without internet for more than 15 minutes, please contact Star Communications at (920) 560-2437.