No Connection Procedure

1. Check with a neighbour to see if their Internet is working. If neither are working, call **1-855.767.4247.**
2. To check if the problem is just in your house, the check depends if you are on cable or wireless.
3. For a wireless connection, turn off the power to the black injector box with the white, blue or green light that attaches to your Internet radio, [if you have a Wifi router also turn it off], wait 10 seconds, then turn the Internet radio on.
4. Wait another minute before turning your Wifi router back on. Reboot your computer.
5. If this does not resolve the problem, bypass the router to check if the problem is with the router. Do this by connecting your computer directly to the LAN socket on the injector box – see second picture below. Reboot your computer. Make sure your router is turned off when testing this way.
6. Note that connecting your computer directly to the router (rather than the injector box) will not tell you if the problem is in the router.
7. For a cable connection, follow the same process, but turn off the power to the modem and the router, wait 30 seconds then turn back on.

Router on. The black injector box is **connected to the back of a home WiFi router**, grey cable from LAN socket. The blue cable goes from the injector box [POE socket] to the white box or dish (the Internet radio) outside the house.

Bypass Router. The black injector box is **connected directly to a laptop, computer, etc.,** grey cable from LAN socket. The blue cable goes from the injector box [POE socket] to the white box or dish (the Internet radio) outside the house. Turn your router off for this test.

Your cables might be different colours from these.

If you send an email to report a connection problem, you might wait a few days to get a reply. For a faster response, please call **1-855.767.4247 (1-855.SOS.GBIS)**
We welcome your comments and suggestions. Please send an email to GBISoc@Shaw.ca

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