

Troubleshooting steps for resolving most internet connection problems before contacting

Rapid Broadband support team on 023 8869000

No.	Check	Troubleshooting step
1.	Is your PC/Laptop/Hand held device working?	Reboot your computer/laptop/ipad/tablet/android properly by shutting down the system and then starting up.
2.	Is the wireless router(if you have one/ more than one) working?	<p>Reboot your wireless router (if have one)</p> <p>Unplug your wireless router from the electrical supply. Wait about ten seconds and plug it in again.</p>  <p>It will take up to two minutes for the router to start and connect to internet (computers should connect automatically).</p>
3.	<p>Is the "Green light" on the POE box lit (small internal white box with green light)?</p> <p>On installation each customer has a small internal box which has a green light. This box can be white or black as illustrated and is called a POE (Power Over Ethernet).</p> <p>! Recent installations will have this POE box clearly labelled.</p>	<p>Reboot your Rapid Broadband connection /POE box</p>  <p>This POE has a small black power adapter similar to a phone charger at the back. Unplug the POE from the electrical supply. Wait about ten seconds and plug it in again.</p> <p>It will take up to two minutes for the POE to connect to internet.</p> <p>See more illustrations on next page</p>
4.	Are the lights lighting on the phone box(If you have a phone and broadband package)?	<p>Reboot your phone box (if have one)</p>  <p>Unplug the phone box from the electrical supply. Wait about ten seconds and plug it in again.</p> <p>It will take up to two minutes for the phone box to connect to internet.</p> <p>See more illustrations on next page</p>
5.	Are power cables loose or damaged.	<p>Check all cables are firmly plugged in and in the correct way.</p> <p>See explanation on next page</p>

These simple steps rebooting everything will usually restore your internet connection.

LOCATION OF YOUR POE:

A. Most common POE boxes used by **Rapid Broadband**

1. MikroTik POE



outdoor cable (black) in [P + DATA OUT] port

2. MikroTik simple POE



outdoor cable black colour

3. Tranzeo POE



outdoor cable (black) in [CPE] port

4. TP-Link POE



outdoor cable (black) in [POE] port

5. UBNT POE



outdoor cable (black) in [POE] port

6. Integrated POE



outdoor cable (black) in [POE] port

B. Most common phone boxes used by **Rapid Broadband**

1. Linksys SPA2102/3102



2. Cisco SPA122



3. Grand Stream HT 502/503



Linksys devices have four lights: First one is for power, second for internet. Third and fourth are for phone lines (up to two numbers on each device).

Grand Stream has five lights: power, WAN (internet), LAN (connection to computer or router), phone 1 and phone 2 (also up to two lines).