

# NO INTERNET?

## Fiber-To-The-Premise Troubleshooting

1. Locate the ONT (black box). This is the unit where the fiber connection comes into your location.



**DO NOT pull on the fiber cable at the top of the ONT unit.**



2. Viewing from the front straight on, check the indicator lights.

**No lights:** check power to the unit

**No Ethernet light:** check connections to router

**No Broadband light:** **CALL US!**

**No Service light:** **CALL US!**

3. If all ONT lights are on, then reboot the router.

4. Locate the router and unplug power. Wait 10 seconds.

5. Plug in the router and wait 5 minutes before testing Internet service.



If Internet is still not connected after following these minor troubleshooting steps, please give Federated Broadband a call as we will be happy to look further into it for you during normal business hours, Monday-Friday 8:00 a.m. to 4:30 p.m.

**Get in Touch with Us**



@FederatedBroadband



507-847-3520



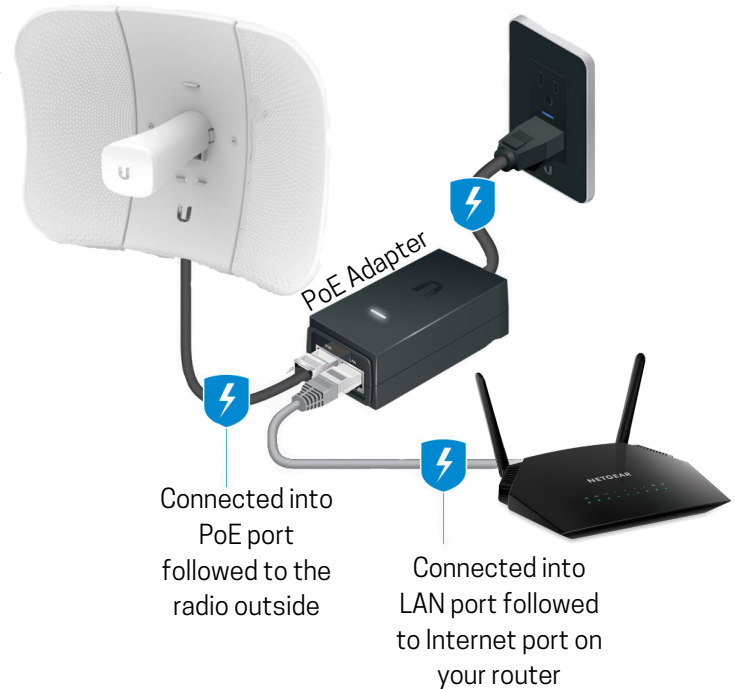
[federatedbroadband.coop/contact](https://federatedbroadband.coop/contact)

# Fixed Wireless Troubleshooting

1. Check that there is power to the router and the black/white PoE Adapter. You should see an iridescent light on the top of the adapter. Make sure a breaker or a GFCI outlet hasn't been tripped.

2. Examine that all power cords are secure:

- The black cable that runs from the radio outside of your house into the house needs to be plugged into the POE Port on the Adapter.
- From the LAN Port on the Adapter is a cable that connects to your router's Internet (Ethernet) Port.



3. Reboot the Internet connection by following these steps:

Step 1: Unplug the PoE Adapter from the outlet.

Step 2: Turn off and unplug your router from the outlet.

Step 3: Wait 3 minutes and then plug both devices back into the outlet.

Step 4: Stand by for a few minutes as the devices connect, then visit [www.federatedbroadband.coop](http://www.federatedbroadband.coop)

4. Still no Internet? Try these next steps:

Step 1: Unplug the LAN cable from your router's Internet (Ethernet) Port and plug it into a laptop or desktop Internet (Ethernet) Port.

Step 2: Wait a few minutes and check connection again by visiting [www.federatedbroadband.coop](http://www.federatedbroadband.coop)

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