



## **GCA Wireless Troubleshooting Guide**

This guide is to help you with the basic troubleshooting steps to get your service back up and going.

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## The Basics

Below is a picture of the Black cable with an end on it, will have a clip on it.



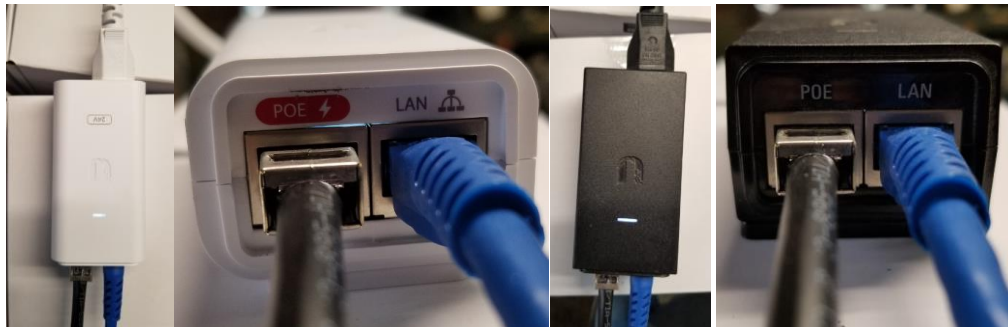
Below is a sample pictures of the outside equipment



## Internet without a wireless router (Just to PC)

Double check to make sure that you have the cable plugged in the same as one of the pictures. You will notice that there is a Black and a Blue cable going to each port. The black cable goes to the equipment installed on the outside of the house and needs to be connected to the POE port of the power adapter. The Blue cable would go to your desktop computer or laptop.

If you need to power cycle (reboot) the outside equipment, you can unplug the power plug from the adapter and plug back in to the adapter.

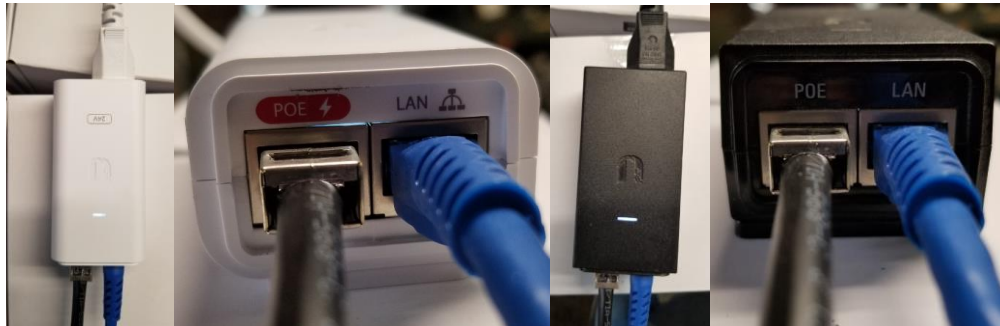


## Internet with Your Own Wireless router

Double check to make sure that you have the cable plugged in the same as one of the pictures. You will notice that there is a Black and a Blue cable going to each port. The black cable goes to the equipment installed on the outside of the house and needs to be connected to the POE port of the power adapter. The Blue cable would go to your Router or Wireless Router.

If you need to power cycle (reboot) the outside equipment, you can unplug the power plug from the adapter and plug back in to the adapter.

It is also possible that you may need to reboot your router or wireless router. To do this locate your router or wireless router and then remove the power plug from it for 10 seconds and then plug it back in. It might take 2 to 5 minutes before the internet comes back up.



## Internet with GCA Wireless Router

If you have a wireless router that looks like the one below, which is common in newer installs with us. There are 2 different versions. To tell the difference in the version is the back of the unit.



**AC Version**



**ISP Version**



The only thing different between the each is how the get powered up. Notice that the power connection in the lower right is different.

**AC Version**



**ISP Version**



The most common issue that happens is when the house radio becomes unplugged from either version. See the below picture for the proper port for the Black cable to plug into. Note that it goes to the blue port that is labeled “WAN 24V POE OUT”

