Connection issues? This guide will have you back online in no time.
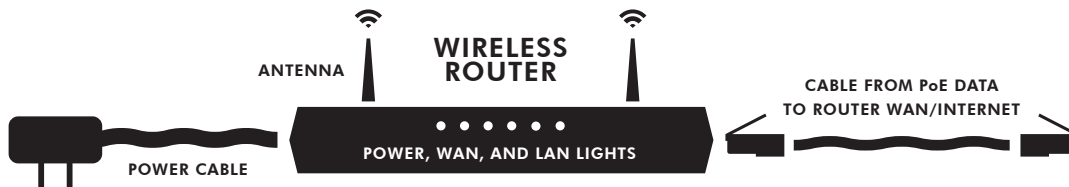
1 Rebooting Your PoE:

Locate the Power Over Ethernet adapter (PoE). You can find the PoE by tracing the Ethernet cable from the "WAN / INTERNET" port on the router to the "LAN / Data" port on the PoE. If you do not have a router, the PoE will be plugged directly into the Ethernet port on your computer. Once the PoE is located, unplug the PoE power cable for a minimum of one minute. Once unplugged, check that the light on the PoE has turned off. After one minute, plug the power cable back in and confirm that there is a solid light on the PoE (not blinking), then test your connection.

Note: After rebooting the PoE, the Internet may take up to ten minutes to reestablish connection.

ETHERNET CABLE PLUG

CABLE TO PoE
DATA + POWER FROM DISH

DATA + POWER

DATA

PoE

POWER CABLE

CABLE FROM PoE DATA
TO ROUTER WAN/INTERNET

2 Rebooting Your Router:

This step only applies if you connect to the Internet wirelessly (Wi-Fi) via your laptop or other wireless device. Locate your router. Routers are usually flat, and may stand vertically or lie flat. Routers are usually black or white with lights on the front and Ethernet cable ports on the back. Some routers have external antennas. Cambium, TP-LINK, Netgear, Linksys, and Belkin are common router brands. To reboot your router, unplug the power cable for ten seconds, then plug it back in. Wait five minutes for the router to reboot, then test your Internet connection.

ANTENNA

WIRELESS
ROUTER

CABLE FROM PoE DATA
TO ROUTER WAN/INTERNET

POWER, WAN, AND LAN LIGHTS

POWER CABLE
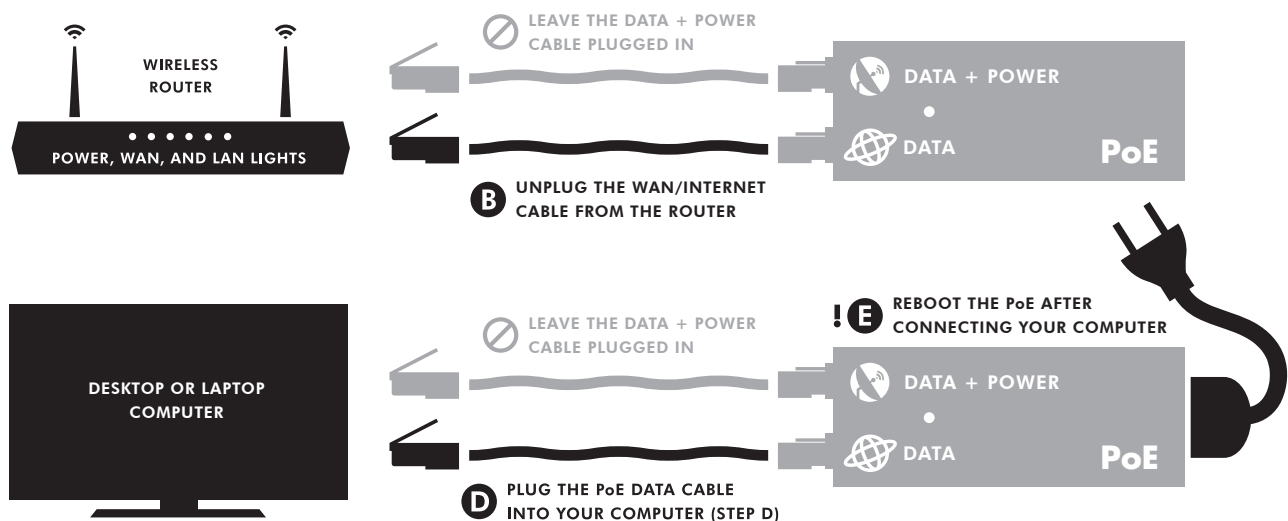
3 Checking Your Wi-Fi Connection:

After completing Steps 1 and 2, verify on your computer or wireless device that you are connected to your Wi-Fi network. If not, reboot/restart your computer or device and reverify.

Check your router and PoE cable connections carefully. Confirm that they are plugged into the correct Ethernet cable ports and wall sockets securely (see steps 1-2).

4   Direct Connection Test:

If you are still having connection issues after rebooting your equipment, our phone technicians will most likely ask you to try a direct connection test. This is done by simply unplugging the ethernet cable from the router WAN/INTERNET port and plugging it directly into your desktop or laptop computer. Performing this test removes your router from the line of connection. This will help to determine if said router is causing a connection issue. **Direct connection steps are as follows:**

A   Locate the Ethernet cable that is currently connected between your router WAN/INTERNET port and your PoE DATA port (see PoE illustration on page 1/3).

B   Unplug said cable from the router WAN/INTERNET port. Leave the PoE DATA port plugged in.

C   Locate your computer ETHERNET/INTERNET port. For desktop or tower computers, this port will likely be on the back with all of the other ports. For laptops, this port will likely be on the side.

D   After locating your computer ETHERNET/INTERNET port, plug the cable into the port. The cable plug should click when fully seated in the port (similar to a telephone jack).

E   Reboot the PoE. Unplug the PoE power cable from the wall for one minute, then plug back in.

F   Wait five minutes for your dish to reconnect to the Conifer tower.

G   After five minutes, check your Internet connection.

WIRELESS ROUTER

POWER, WAN, AND LAN LIGHTS

LEAVE THE DATA + POWER CABLE PLUGGED IN

DATA + POWER

DATA

PoE

B UNPLUG THE WAN/INTERNET CABLE FROM THE ROUTER

DESKTOP OR LAPTOP COMPUTER

LEAVE THE DATA + POWER CABLE PLUGGED IN

!E REBOOT THE PoE AFTER CONNECTING YOUR COMPUTER

DATA + POWER

DATA

PoE

D PLUG THE PoE DATA CABLE INTO YOUR COMPUTER (STEP D)

No luck? Not to worry, give us a call: **866-378-8393**

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CONNECTIVITY GUIDE
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FORM DATE:
11/17/20

Equipment and Terminology Guide

Equipment to Be Familiar With:

Router - Wireless routers broadcast Wi-Fi throughout your home. The router allows multiple devices to connect to the Internet wirelessly. Routers are usually black or white with lights on the front and Ethernet cable ports on the back. Some routers have external antennas (see page 1/3, step 2).

PoE (Power Over Ethernet) - This unit supplies power to the Conifer dish. It is a small, rectangular box with a power cable on one end and two Ethernet cables on the other. One of these Ethernet cables is routed outside to the dish and is commonly black. The other Ethernet cable connects the PoE to either your wireless router or computer. It is commonly blue or yellow (see page 1/3, step 1).

Cable - Cable, cord, wire, and Cat-5 are interchangeable terms for the Ethernet cables we use.

Dish - Dish, antenna, and radio are interchangeable terms for the dish unit on your roof or in your yard. The dish transmits and receives Internet data from the Conifer tower.

Other Terms:

Mbps - Abbreviation for Megabits per second. Internet speed is commonly measured in Mbps.

GHz - Abbreviation for Gigahertz, a unit of frequency used by wireless radios.

2.4 GHz - This is the most common frequency used by wireless routers. 2.4 GHz penetrates walls and floors more efficiently to provide better Wi-Fi performance throughout your home.

5.8 GHz - Another common frequency used by wireless routers. It is less prone to interference, but does not penetrate walls and floors as efficiently as 2.4 GHz. 5.8 GHz works best when used within close proximity to your router, or an open area (a large warehouse or yard, for example).

Wi-Fi Bars 📶 - Wi-Fi bars will show on the display of your wireless device when connected to Wi-Fi. The number of Wi-Fi bars displayed is an indication of how strong the connection between your router and device is. Wi-Fi bars are NOT an indication of how strong the connection between your outside Dish and the Conifer tower.

Direct Connection - If you are having connection issues, our phone technicians will most likely ask you to connect your computer directly to the PoE. See page 2/3 for instructions.

Reboot or Power Cycle - Put simply, this means to manually unplug your equipment from the power source for one minute, then plug it back in. See page 1/3 and complete steps 1-3 to reboot all of your Conifer equipment.