



QUICK SUPPORT GUIDE

The following is a quick guide to use if you cannot get any Internet access over your satellite broadband link

1. CHECK THE LEDS ON YOUR SATELLITE MODEM

NO LIGHTS?

- CHECK POWER

LIGHTS PRESENT?

- RECORD WHAT THE LIGHT STATUS IS

2. CHECK WEATHER

RAINING/SNOWING VERY HEAVILY?

- WAIT UNTIL SEVERE WEATHER SUBSIDES AND THEN SEE IF LINK COMES BACK UP

SNOWING?

- CHECK IF THERE IS SNOW ON THE DISH/FEED HORN AND REMOVE WITH SOFT BRUSH IF POSSIBLE

3. LOCAL NETWORK PROBLEM

LIGHTS ON MODEM LOOK GOOD?

- CHECK ETHERNET/WIRELESS CONNECTIONS ARE GOOD
- CHECK COMPUTER SETTINGS ARE CORRECT

IF NONE OF THE ABOVE APPEARS TO BE THE CAUSE, REBOOT THE SATELLITE MODEM AND SEE IF THE LINK COMES BACK UP.

IF LINK IS STILL DOWN, CALL OUR SUPPORT

0845 5049189 (Outside UK call +44 1525 863943)