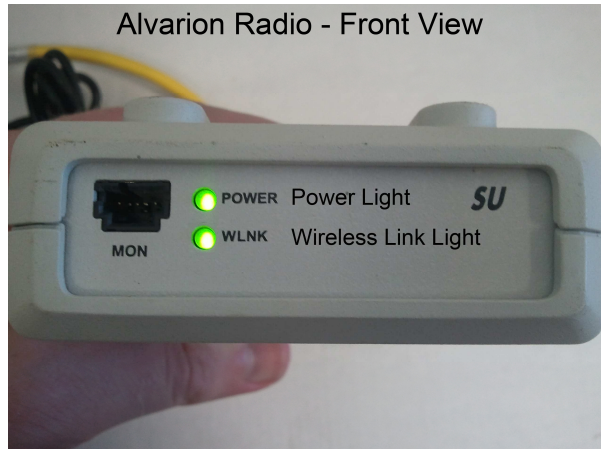


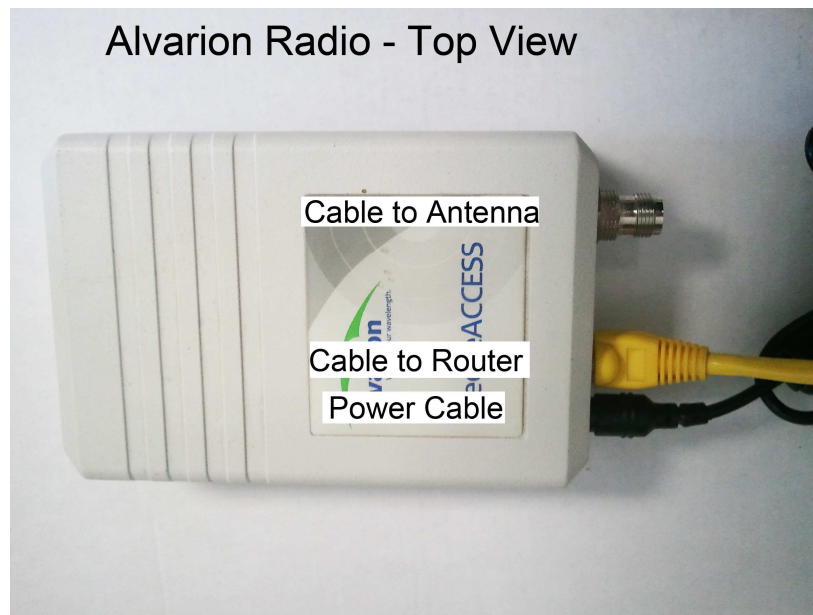
Trouble-Shooting Tips for Diode Communications Wireless Internet Customers

If you have our Breeze Access Wireless Internet

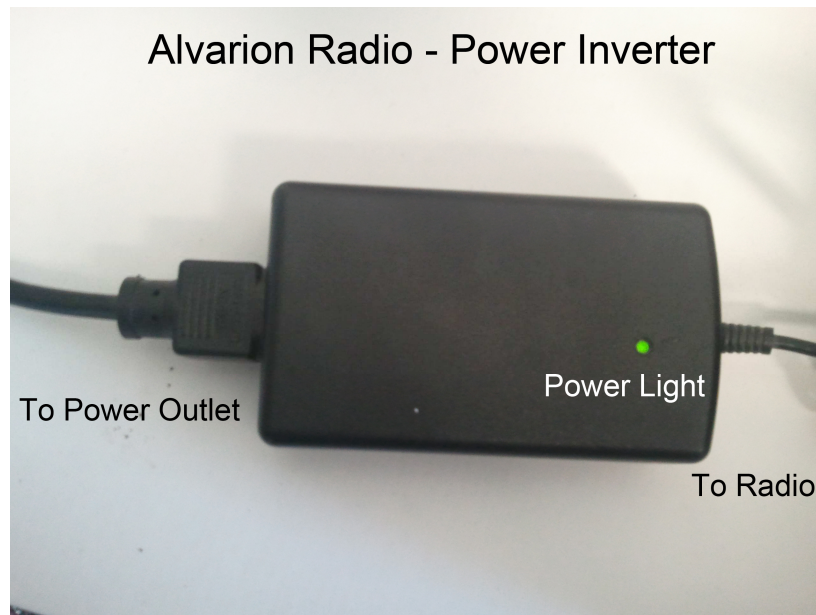
You have a little off-white colored box that is the radio. On the front of this box there is two lights, WLNK and PWR if both of these lights are on and solid then that means the Internet is up and working to the radio. If the Internet is not working while both of those lights are on, try to power cycle your router and/or your computer.



If neither the WLNK nor PWR lights are on, try to unplug the power from the Breeze Access box for at least 15 minutes. Once plugged back in, it takes the box approx. 45 seconds to fully boot up so the lights will blink during this time.



If unplugging the box does not make either of the lights come back on, follow the power cord until you reach the black power inverter box and make sure there is a solid green light on there as well, if there is not then unplug the power cord from the inverter and plug it back in tight and see if the light stays solid.

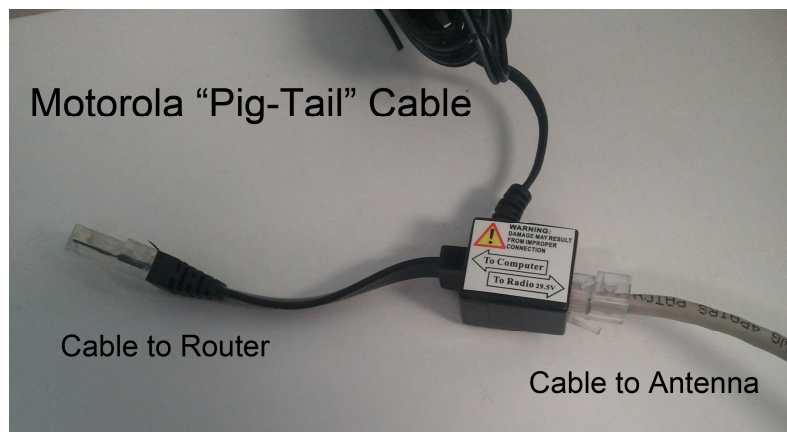


****Just a note, the Alvarion Radio does get quite warm, this is normal.****

If the Internet still does not work for you, just call our office at 1-877-668-9746 to talk to a CSR.

If you have our Motorola Wireless Internet

If you have our plain Motorola Wireless Internet then you do not have a radio, you will just have a small black “pigtail” cable that is plugged directly into your router or computer.



If your Internet quits working, follow the black cord until you get to the power plug that plugs into the wall or into a power strip, and go ahead and unplug it for at least 15 minutes. Once you plug it back in, make sure the little green light comes on and stays solid.



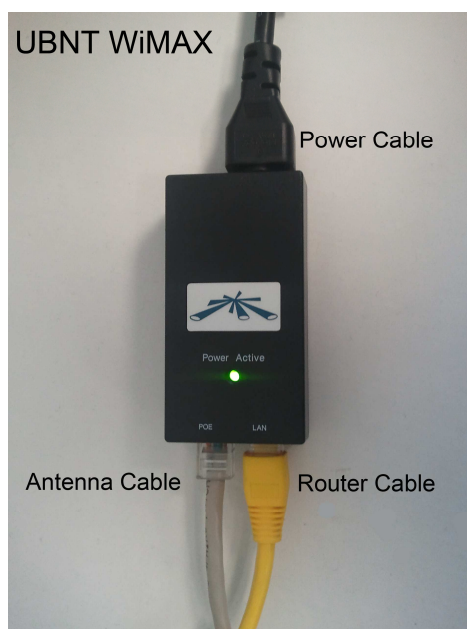
After trying the above steps, and your Internet still does not work, try to power cycle your router and/or your computer. Another thing to look for is on the black “pigtail” cable is to make sure the gray Ethernet cord that comes from the antenna outside is plugged into the “pigtail” cable.

If the Internet still does not work for you, just call our office at 1-877-668-9746 to talk to a CSR.

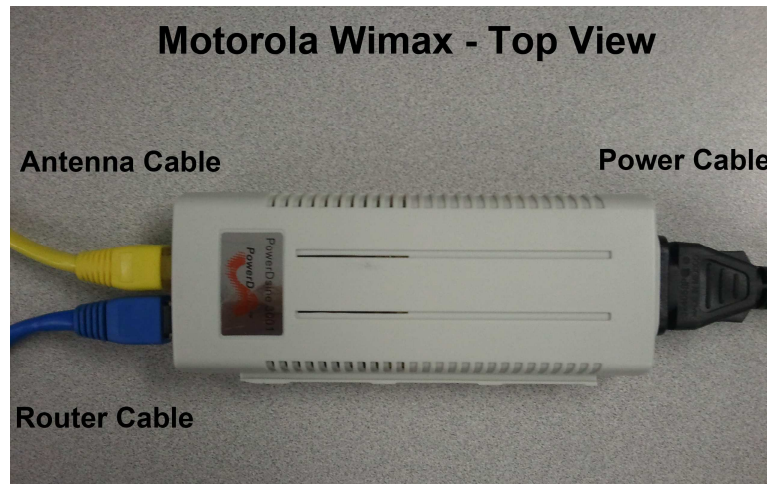
If you have our WiMAX Wireless Internet

We have two types of WiMAX, we have our UBNT WiMAX and our Motorola WiMAX.

If you have our UBNT WiMAX, you will have a little black box that has 1 green power light on it, 2 Ethernet cables plugged in and 1 power cable plugged in. If the internet is not working, try to unplug just the power cable from the black WiMAX power box (Never mess with the two Ethernet cables unless a technician instructs you to) for about 15 minutes and make sure the green light comes back on solid. If internet still does not work try to power cycle your router and/or your computer.



If you have our Motorola WiMAX, you will have a off-white colored box that has 2 lights, 2 Ethernet cables plugged in, and 1 power cable plugged in.



If the internet is not working, try to unplug just the power cable from the off-white WiMAX power box (Never mess with the two Ethernet cables unless a technician instructs you to) for about 15 minutes and make sure both green lights come back on solid. If internet still does not work try to power cycle your router and/or your computer.



If the Internet still does not work for you, just call our office at 1-877-668-9746 to talk to a CSR.

We also encourage you to visit our Youtube channel to watch videos on how to properly reset your Internet equipment. Find us at <http://www.youtube.com/DillerDiode>