

Customer Troubleshooting Guide

Contents

Troubleshooting Internet Issues.....	2
Troubleshooting Individual Devices	4
Wired Devices	4
Wireless Devices	4
Other Common Issues	5
I don't know which Wi-Fi network belongs to me.....	5
I don't remember my Wi-Fi password.....	5
My internet is slow.....	6
I can't connect to a specific web page/the page does not seem to be updating.....	6
My device(s) can't see my wireless network in certain parts of my house.....	7

Troubleshooting Internet Issues

Restarting (or power-cycling) the GCET gateway is the most common solution to Internet-related issues. To power cycle the GCET gateway:

- Locate the power plug on the rear of the GCET gateway
- Unplug the power and wait for approx. 10 seconds
- Reconnect the power plug – the gateway will beep once, then twice

If restarting the gateway does not solve your issue, continue troubleshooting:

- Check with several devices or websites to make sure the issue is not specific to one device (e.g. your laptop can connect, but your phone does not) – if only one device is affected, check out the next section, **Troubleshooting Individual Devices**
- Confirm you have power to your GCET gateway - look for a blue light labeled PWR along with activity lights around the top of the gateway.
 - The Wi-Fi indicator will change from green, to orange, then red when Wi-Fi is available
 - If you have devices plugged directly into ports on the gateway, the activity lights corresponding to those ports should be green.
 - The activity light labeled “5” will normally be red when connected to the GCET transceiver

If the lights do not match the descriptions above, power cycle your gateway by unplugging from your power source, waiting 1-2 minutes, then plugging it back in. If the activity lights still do not match the above description, or do not light up at all, contact Customer Service.

- Verify the Ethernet cable for the GCET transceiver is plugged in to port 5 (PoE out), of your GCET Gateway. If it is not, plug it in to Port 5, wait 1-2 minutes and try to access the internet.

If you still can't connect to the internet, **contact Customer Service.**

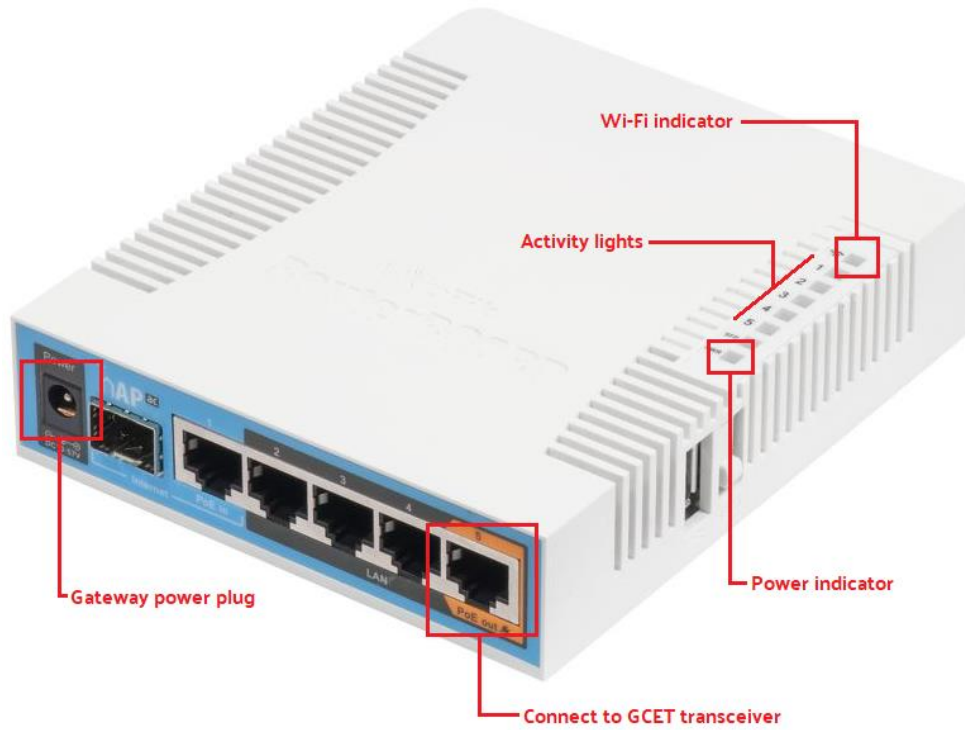


Figure 1. Example of GCET gateway



Troubleshooting Individual Devices

Restarting (or power-cycling) the GCET gateway is the most common solution to Internet-related issues. To power cycle the GCET gateway:

- Locate the power plug on the rear of the GCET gateway
- Unplug the power and wait for approx. 10 seconds
- Reconnect the power plug – the gateway will beep once, then twice

If restarting the gateway does not solve your issue, continue troubleshooting:

Wired Devices

- Check that your Ethernet connection is connected to your device on one end and the GCET gateway on the other.
- Reboot your device.
- Make sure your device does not have a custom network configuration that is preventing it from connecting. Check the instructions that came with the device or contact the manufacturer for specific instructions.

If you still can't connect to the internet, **contact Customer Service**.

Wireless Devices

- Verify you are connected to one of your GCET Wi-Fi networks and you have the correct Wi-Fi password. You can find these both on the GCET gateway or on the box that came with the gateway.
- Verify that your device's Wi-Fi is enabled and you can see your GCET Wi-Fi networks – check the instructions that came with the device or contact the manufacturer for specific instructions.
- Check which Wi-Fi network your device is connected to and switch if needed:
 - The **5G** network will have a shorter range and cover less area, but will generally be faster
 - The **2G** network will have a longer range and cover more area, but will generally be slower
- Restart (or power-cycle) the GCET gateway:
 - Locate the power plug on the rear of the GCET gateway
 - Unplug the power and wait for approx. 10 seconds
 - Reconnect the power plug – the gateway will beep once, then twice
- Reboot the device.

If you still can't connect to the internet, **contact Customer Service**.

Other Common Issues

I don't know which Wi-Fi network belongs to me

- Take a look at the bottom of your GCET gateway – there should be a sticker with several series of numbers and letters.
- To find out your network name, look for the line that starts with WLAN and then make a note of the last six characters. Your personal Wi-Fi networks will match the last six characters of that WLAN line.

I don't remember my Wi-Fi password

- Take a look at the bottom of your GCET gateway – there should be a sticker with several series of numbers and letters.
- To find out your password, look for the line that starts with SN and enter the following 12 digits. Do not include the “/” or anything after.

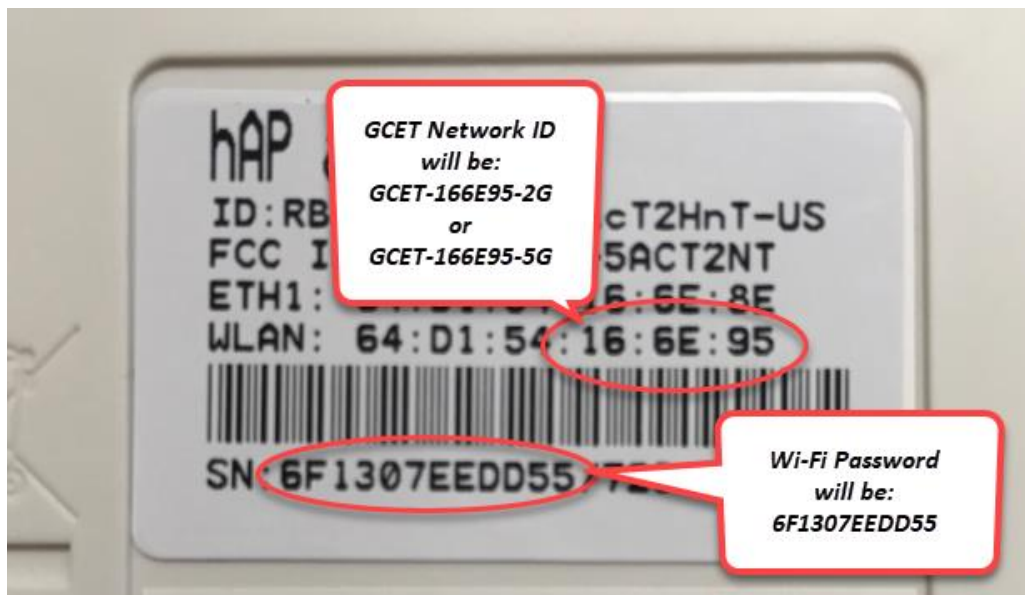


Figure 2. Example of wireless network names and password

My internet is slow

- Check your Wi-Fi signal strength on your computer or device.
- Check which Wi-Fi network your device is connected to and switch if needed:
 - The 5G network will have a shorter range and cover less area, but will generally be faster
 - The 2G network will have a longer range and cover more area, but will generally be slower
- Reduce the number of active devices that are connected to your home/office network, including gaming systems, other computers, and any Wi-Fi enabled devices. You can do this by shutting these devices off or disabling the wireless.
- Close any unused browser windows, apps, or programs on your computer.
- Clear your browser cookies and cache.
- If possible, connect an Ethernet cord from your device to your gateway and conduct a speed test. Are you getting the same speed?

Don't forget your internet speed can only be as fast as the device that you are using is capable of processing data!

I can't connect to a specific web page/the page does not seem to be updating

- Clear your browser cookies and cache.
- Close all browser windows and reopen in a new window.
- Try a different browser. Some websites are more compatible with Chrome or Firefox, and others play better with Internet Explorer.
- Check your browser connection settings to make sure there are no proxies or filters in place that are blocking the website. Your browser's support website can instruct you on how to do this.
- If you have a firewall, temporarily disable the firewall to see if it is interfering with your ability to connect to a page or the internet. Don't forget to re-enable it when troubleshooting is completed!

My device(s) can't see my wireless network in certain parts of my house

- Verify whether the issue affects all wireless devices, or only one device (e.g. a laptop can connect, but a phone cannot)
- Check which Wi-Fi network your device is connected to and switch if needed:
 - The **5G** network will have a shorter range and cover less area, but will generally be faster
 - The **2G** network will have a longer range and cover more area, but will generally be slower
- Has the wireless gateway been moved from where it was originally installed? If so, be mindful of the following:
 - Whenever possible the gateway should be placed in the middle of the home for best performance.
 - Elevate your gateway at least 3 feet off the floor (on a desk, table, etc.) for better reception.
 - Be sure to leave space on all sides of the gateway to allow the signal to be transmitted.
 - Pay attention to the kinds of materials the gateway is near:
 - Make sure there is at least 3 feet of distance from a microwave, cordless phones, baby monitors and any other appliance that sends out and/or interferes wireless signals.
 - Signals can travel through a wood desk easily, but metal will obstruct the signals.

If you're still having wireless coverage issues, **contact Customer Service.**