

BROADBAND TROUBLESHOOTING

1. Often software problems and settings preventing your internet access from operating correctly can be cleared and reset by performing a restart on your computer. For best results, fully log out and shut down the computer and give it a good 10 seconds rest before starting it up again, but more often than not a simple restart will suffice.
2. Problems can occur in any routers and hubs that you may be using with your connection. Reboot these devices by turning off the power for 10 seconds and wait 30 seconds before checking if the internet connection has been restored.

NB PLEASE ONLY DISCONNECT THE POWER CONNECTION ON THE ROUTER DO NOT PUSH THE RESET BUTTON AS THIS WILL CLEAR THE ROUTER CONFIGURATION AND WILL RESULT IN THE NEED OF A TECHNICIAN CALL OUT WHICH IS CHARGEABLE

3. There should be a cable coming in from the main unit outside, that is plugged into a small box with three cables please make sure that all cables are plugged into this box nice and snugly.
4. There is a small box called the Power Over Ethernet unit (POE) and it is the power source for your Receiver mounted outside. Check that the power is on, and to restart the unit, disconnect the power cable from the unit for about 10 seconds before replacing.

Examples of POE's



If the above steps do not resolve the issues please call the Echo Systems office @ 06756888 office hours are from 9am to 5.30pm Monday to Friday. For email inquiries please mail support@echoit.ie



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