DRIMNIN COMMUNITY BROADBAND

If your broadband connection stops working please use this

Troubleshooting Guide

Before calling the help desk

Power Off/On at the router and PoE often solves the problem

Self Help keeps your bills down

Drimnin Community Broadband is a community service run by volunteers. There is a limit to the amount of help they can provide. The more we have to call on our support provider to solve problems we could have solved ourselves, the more our costs go up.

So if you have a problem, please use this guide to tackle it, before you contact the help desk.

Our experience since the service started suggests that nearly all the problems people experience can be solved in this way. Every situation we describe has happened, some quite often!

However, if the problem is still not solved after following this guide, then we will be happy to help.

DCB reserves the right to levy a 'call out' fee to cover time and materials for the repair or replacement of damaged equipment, your consent will be sought before any chargeable work will be undertaken.

Thank you for your continuing support.

Please note if you are at Achabeag your equipment is slightly different and you do not have a PoE connected (photo 5). However, the general advice still applies to you.

Please familiarise yourself with the names of the Drimnin Community Broadband equipment that we have provided you with (see photographs on the next page). Otherwise, it will be difficult to assist you to find the problem. Before you start trouble-shooting please ensure all cables are connected as shown below.

The Router: Front view

The Router: Rear View

Photograph 1: Correct lights showing. LAN 1-4 will only be illuminated if other devices are plugged in via an ethernet cable.

Photograph 2. Yellow cable must be plugged into WAN port (other end into the PoE). Circular black power supply also plugged into AC power adapter.

The AC power adapter This should be plugged into a power socket and into the back of the router

Photograph 3

Ethernet Cable contact the help desk and we can supply one

Photograph 4

The PoE (It means Power over the Internet. This is what powers your receiver)

The PoE should be plugged into a power socket. The blue power light illuminated indicates the unit is powered up.

Black cable (coming from dish outside) must be plugged into the PoE port. The yellow cable must be plugged into LAN port (other end into the router)

Photograph 5

DETAILED CHECKLIST

A 'Quick Guide' can be found at the end of this document for follow up troubleshooting, but please familiarise yourself with the detailed checklist initially.

Check 1:
Try to connect to the Wi-Fi with another device (e.g., a phone and a laptop). **Solution 1**: If you can connect on another device, it is not the broadband that has failed, but may be an extender or something else in your house. The 'tips and tricks' section of this document can be used for tracking down the issue with your own equipment.

Solution 2 Power Off/On: If you don't have a connection on any devices. Please turn the power off to the DCB broadband kit (should be 2 plugs), and turn on again 30 seconds later, wait 5 minutes for the network to come up and try again to connect to the internet. 9 times out of 10 this will solve the problem, but if this does not work go to Check 2.

Check 2: Your home equipment (computer, extender, phone, TV, printer):

1. Make sure your device(s) Wi-fi is active and is pointing to the router: - Either via wireless Wi-Fi service (eg. CAMBIAN_2.4GHz_141BC8), or via a physical Ethernet Network cable plugged into a yellow 'LAN' Port (nos. 1 – 4). If using Ethernet Network cable check both ends are securely plugged into their 'ports'. Check connection - if this does not solve the problem go to Check 2.2

2. Reboot (turn off/on again) your PC/tablet/phone. Switch off and on again the power sockets providing power to the DCB router and POE unit. If this does not solve the problem got to Check 2.3

3. **'Phone a Friend'** Before you start to try to track down the problem you may want to ''Phone a Friend/neighbour'.

   - If your 'Friend/Neighbour' has a connection got to *Check 2.4*.

- If they have no internet connection either, the problem will be with the main broadband network. Solution: Please phone or message 07714 248425 or email **drimnincommunitybroadband@gmail.com**

4. In our experience, nine times out of ten the problem will be with your own device(s) or extender unit(s) E.g., Netgear, tp-link, printers, TVs etc., rather than the DCB equipment. To check that your extenders are not causing the problem
   - Reboot any extenders that you use to boost the signal around your property.
   - If this fails to correct the problem, please try to connect your device directly to the DCB router, if possible, via an ethernet cable (one is provided in your DCB first aid kit), or via Wi-Fi if you do not have an ethernet port on your device, missing out your extender completely. Please note you may have to physically move the item nearer to the router if the extender was used to reach the device in the first place.
   - Retry connecting to the internet. if this does not solve the problem got to Check 2.5

5. Sometime the Wi-Fi signal from other devices can trip out the router. Therefore turn 'off' all connected devices such as TVs, Apple TV, printers, surveillance cameras and anything else that connects to the broadband. With all other devices switched off please start again trying to establish an internet connection to one device only (e.g., a phone, laptop or iPad).
   - Reboot (turn off/on) the Wi-fi router and PoE only
   - Reboot your single device (phone or laptop)
   - Establish if an internet connection is active. If it is, then the problem may be with one of your connected devices.
   - If this does not solve the problem go to Check 3

Check 3.: DCB (our) Equipment:

1. Check that both Router and PoE have LED lights illuminated. (Remember somebody in your household may have switched it off/unplugged it by mistake, visiting family etc. This happens!)
    - If the router or PoE have no light showing please test that all of the household power sockets that you are using have power (by plugging in a light into each power socket, including all sockets in any extension leads that you are using (Just one socket of a multi-socket adapter can fail!))
    - If the power socket is working but you still have no power lights on the router or the PoE please replace the fuse in the plug, if you cannot do this yourself, please ask someone for assistance or email drimnincommunitybroadband@gmail.com via your phone or a friend or neighbour with internet access.
    - If the power sockets and fuses are working correctly, but there are no lights on either the router or the PoE there is an issue with the DCB equipment, so please call or message the DCB helpdesk (see below).
2. Is the network connection light showing on the Wi-Fi Router? (Green LED labelled 'WAN').
3. Please check that all the cables are plugged into their ports properly and the cables both internally and on the outside of your property are undamaged.
4. Visually check to make sure that the Nano 'aerial' (fixed on the outside of your premises) has not been damaged, or moved, and it is pointing in the direction of the transmitter on Mull.
5. Make sure there is nothing blocking the line of sight between you and the transmitter on Mull (i.e., fallen trees, vehicles etc.). It is a number of years since the broadband was setup and trees may have grown into the line of sight of the mast on Mull.
6. Are you aware of any work that has been done by tradesmen, cleaners, etc. who may have inadvertently moved or damaged the equipment? (i.e., cable/dish/aerial damage).
7. Has there been a power cut? If so, it can take some time for the whole network to come back online. It might not be obvious that

there has been a power cut affecting the network, since it could have been in Tobermory and not in Drimnin.

If the above actions do not resolve your broadband problem, then please contact DCB: -

- o If you have internet access via your phone, a friend or neighbour email: drimnincommunitybroadband@gmail.com or
- o WhatsApp 07714248425. Please note we are volunteers so cannot provide 24/7 cover

- If you do not have an internet connection, please

    - o Call or txt 07714248425 Please note we are volunteers so cannot provide 24/7 cover

In the event of a power cut:

Following the upgrade to our equipment during 2024, in many circumstances our internet service will continue to be available for 12 hours or so during power cuts. You will only be able to use the service if your property still has mains power or if you have a compatible alternative power source. **You should only connect our equipment to a generator or other power source if it is specifically guaranteed for use with sensitive electronic equipment.** Damage caused to our equipment by inappropriate alternative power sources will be at your own expense.

Tips & Tricks:

If you have a connection to the internet via one of the methods above the problems is not with the DCB connection or the incoming internet, the problem will be with your own kit such as extenders, printers, TVs etc that is tripping your internet connection. DCB cannot help directly with this. However, there are things you can try to track down the problem.

Established that you have a working internet connection using the Checklist

1. Turn on and use each of your devices in turn to see if for example your Wi-Fi printer is tripping the internet connection.
2. Upon identifying the device that is causing the fault try to connect the device to the router using an ethernet cable (as supplied) where possible. You may find it is Wi-Fi on the device that is tripping out the connection.
3. Try moving either the device (i.e., printer) or the router to a different location.
4. Try connecting your device to a different Wi-Fi frequency on the router. With newer devices you should get a choice between 2.4 Ghz and 5 Ghz connection.
5. Check out Google to see if other users have experienced the same issue.
6. Contact the manufacturer of your device(s)

If this does not solve the problem, please email **drimnincommunitybroadband@gmail.com** with an explanation of your problem and if we can help, we will get back to you.

Quick Check

If you are reasonable competent with your IT setup and don't need a detailed description of how to perform a system check here is a **'Quick Check'** list.

1. Can another device connect to the Wi-Fi?
2. Is your device pointing to the correct wi-fi network?
3. Reboot all the equipment (including personal devices, extenders, PoE and router)
4. Do you have power to all relevant equipment (check plugs, routers/extenders/PoE etc)?
5. Try connecting your device to the router using an ethernet cable (one is supplied with this guide) rather than a Wi-Fi connection
6. Has the receiving dish blown down/moved or have trees grown into the line-of-sight?
7. Are any of the ethernet connections or cables damaged?
8. Do your neighbours have a connection
9. Is one of your devices interfering or tripping the router Wi-Fi, e.g. TV, printer, extender (see tips and tricks on Page 8 for advice)

DO NOT 'RESET' THE CAMBIAN Wi-Fi ROUTER OR PoE ADAPTER. Resetting the equipment defaults it to factory settings which will require our team to re-install the configurations. Meanwhile you will no longer be able to connect to our service.