

Scan Sat Network S.L.

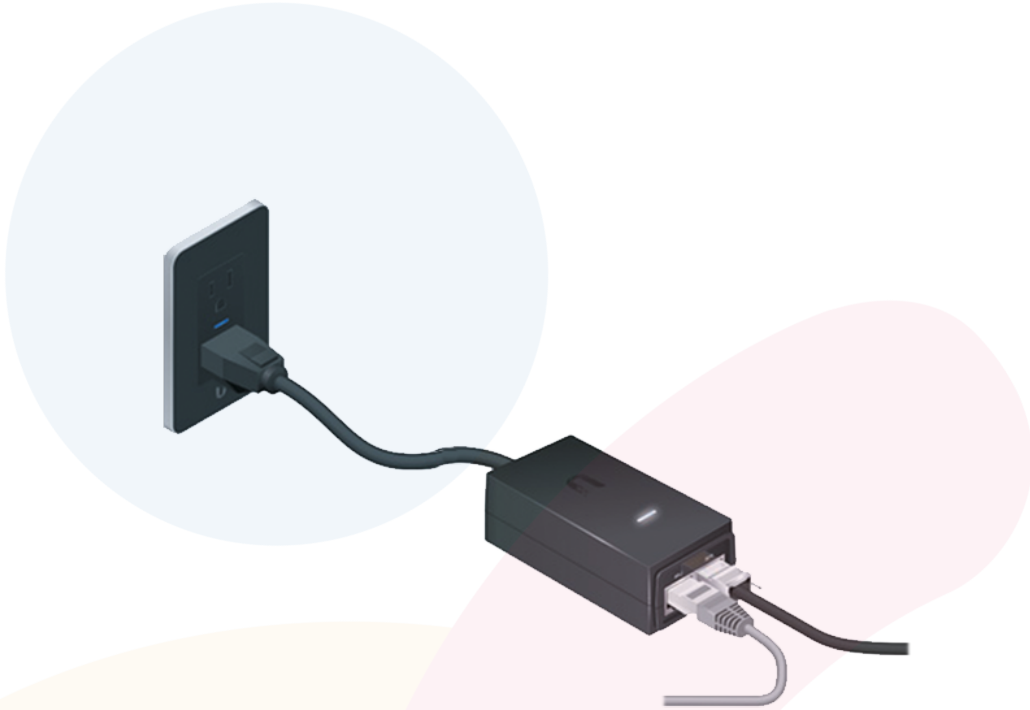
Wimax Issue Solver Guide

My wimax doesn't work

Im having a slow wimax connection.

- My wimax doesn't work

1.



First of all we have to locate and go to our POE (Power Over Ethernet), This is a Small black box (shown in picture) that gives power to the antenna located on your Roof.

What you have to do now is to Unplug the power to it and plug it back in again.

This will reboot the Antenna and refresh everything, this might take 5/10 min for the antenna to comeback online.

Check your connection and if still doesn't work please proceed to **step 2.**

2.

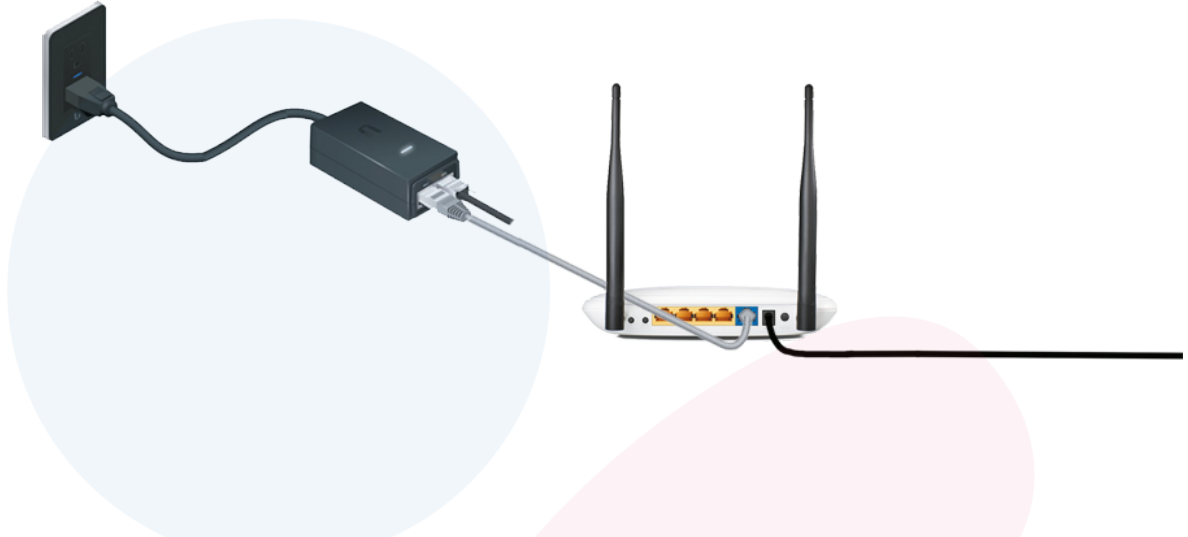


Now that we have rebooted our POE and made sure that it has a light on it.

Now we have to **check our router**, first we make sure that it **has lights** and its connected to the power.

Next we proceed to **reboot** our router by unplugging the Black cable on the back of the router and plugging it back in again. Wait for about 5 min and then try again, if your problem has not been solved please go to **step 3**.

3.



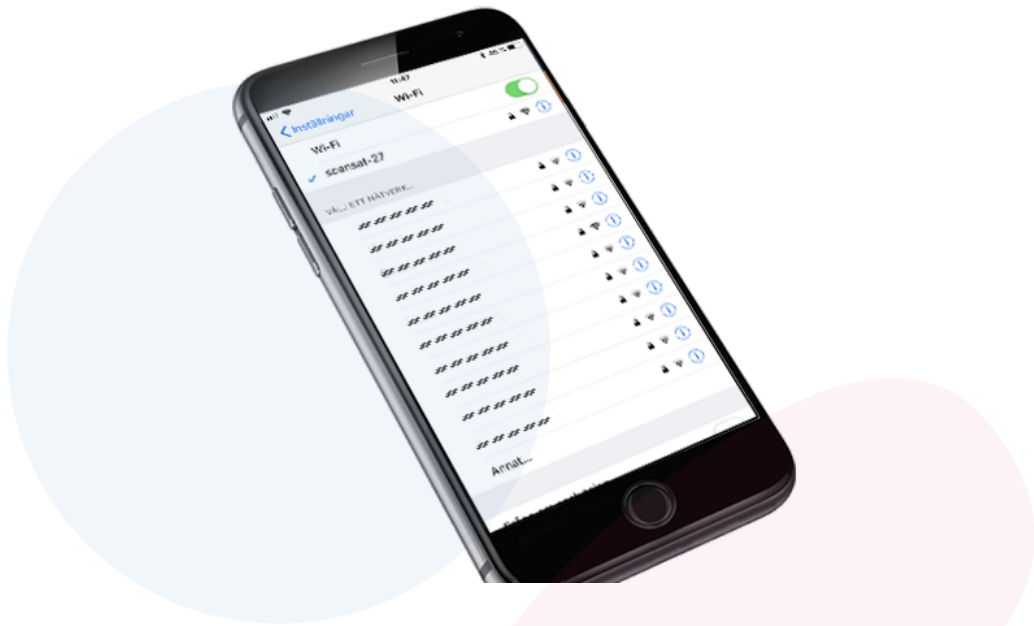
Now that we have rebooted the POE and Rebooted the Router, now we proceed to check that all the cables are connected in the correct way.

First we make sure that the cable that goes from “**LAN in the POE**” goes to the “**BLUE WAN port in the ROUTER**”.

Now we make sure that all the cables are connected correctly by unplugging them and plugging them back in and here the “**click**” and since we have unplugged the cables, the antenna might have been restarted again.

Wait 10 min and **try again**, if still doesn't work as it should please proceed to **step 4**.

4.



Now that we have rebooted all the equipment, everything should be fine again, if still not ok then we need to check that we are connected correctly to our **Wifi Network**.

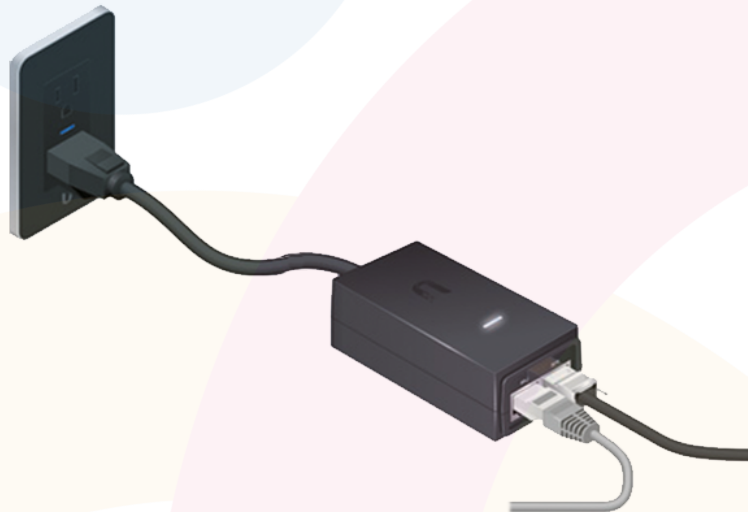
Check that you are connected to your network and if you are not connected to your network, then click on your wifi name to connect to it, a message will come up and ask you for a password, this is the password for your wifi that was given to you when installed.

If you can't remember your password or can't see your wifi name please click here: [I can't find my Wifi Network](#)

IF STILL NOT WORKING, PLEASE [CONTACT US](#)

- Im having a slow wimax connection.

1.



First of all we have to locate and go to our POE (Power Over Ethernet), This is a Small black box (shown in picture) that gives power to the antenna located on your Roof.

What you have to do now is to Unplug the power to it and plug it back in again.

This will reboot the Antenna and refresh everything, this might take 5/10 min for the antenna to comeback online.

Check your connection and if still doesn't work please proceed to **step 2.**

2.



Now that we have rebooted our POE and made sure that it has a light on it.

Now we have to **check our router**, first we make sure that it **has lights** and its connected to the power.

Next we proceed to **reboot** our router by unplugging the Black cable on the back of the router and plugging it back in again.

Wait for about 5 min and then try again, if your problem has not been solved please go to **step 3**.

3.

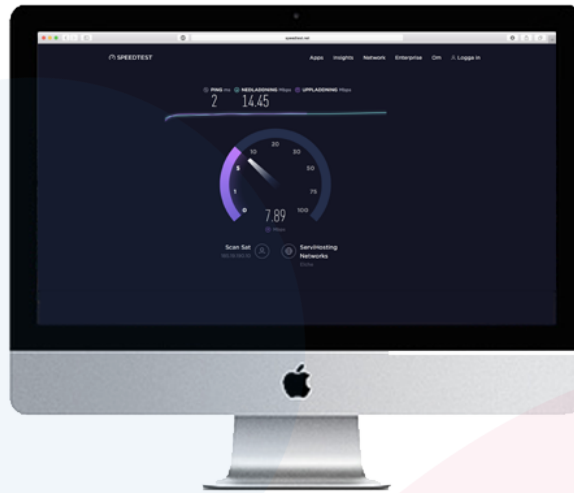


After rebooting everything we need to make sure to know if we are connected via **WIFI** or via **CABLE**.

Are you close to the router? If you are not close to the router and connected by wifi, there might be a problem with the WIFI signal due to cement walls or being far away from the router.

Go close to the router and check again, is it better, if so contact us and we will come with a good solution for you by [clicking here](#). If connected via cable, or close to the WIFI and still have a slow internet connection please go to **Step 4**.

4.



Now that we have rebooted everything and we have in mind the difference between WIFI and CABLE, we will now test our connection.

We start by trying to do a **Speedtest**, we recommend using this one **Speedtest**

Are you getting the speed you are paying for? If so then you can check out higher speeds and other plans that might be interesting by [clicking here](#).

IF STILL NOT WORKING, PLEASE [CONTACT US](#)