

June 2, 2024 - What to do When my Internet goes down?

As a Marrowstone Wireless radio client, basically your task is as simple as 1, 2, 3.

Note that the sequence that you do the following three steps is important, as is the timing.

Right now, before there is a problem, locate the radio's "Power Module" that looks something like the photo. Remember where this is so you can take action quickly in the case of an Internet outage. I suggest you also print this sheet and post it somewhere near your computing area. OK, here we go! Internet is out!

Step 1: Unplug the AC Power Plug on the radio Power Module for 5 seconds. Plug it back in. Note the green small LED will light. WAIT 5 minutes before going on to Step 2. (This allows time for the radio outside to initialize and sync with our transmitter.)

Step 2: Switch off or unplug the AC Power from your WiFi Router for 5 seconds. Switch or plug it back in. Your WiFi Router lights will blink as it initializes and re-establishes Internet sync from the radio. Usually 5 minutes is sufficient to wait for this to complete before moving to Step 3...

Step 3: Each device used with your Wi Fi Router should be restarted to establish a fresh connection to the WiFi Router. Any computers, cell phones, iPads, TVs, etc. If you complete these three steps and all is well, congratulations! Nice to feel you are not totally helpless, right?

What if the three steps cannot be completed successfully? Assuming you have power at your location, one of two things has happened: First, You may have a failure of the radio (very rare), Wi Fi Router or wiring so, a local problem OR second, there may be a system-wide error that we will be working to fix. Feel free to contact us but, if we do not get back to you, please forgive us because we are working the issue! Working together keeps it all functioning! Thanks for helping!

Peace, David

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