



TROUBLESHOOTING GUIDE

If you are unable to connect to the internet, surfing speed is slow, or your service is intermittent, follow these simple steps:

1. Check all power sources and connections to ensure that they are on and secure.
2. If #1 is not the problem, continue by performing a "Power Cycle", as described in steps 3-7.
3. Find your POE (Power Over Ethernet) source, as pictured below.



4. Disconnect the POE power source only, a single black cord that does not look like a telephone wire. If possible, disconnect from the wall rather than directly from the POE.
5. Confirm that the Ethernet cables are plugged into the correct port, as indicated on the affixed Broadband VI sticker (POE/P+Data Out = Outside cable; LAN/Data In = Indoor cable).
6. If you also have a router—meaning you are using the Internet access for more than one computer/laptop or are working wirelessly, also unplug the power cord to the router.
7. Leave the power cords disconnected for a **full minute**. Reconnect the POE power cord, followed by the router. (Do not rush this! Power cycle will fail if sufficient disconnection time is not allowed.)
8. Connect to the Internet. 9 times out of 10, this will solve the problem.

Success? Enjoy your high speed wireless Internet access!

Still having problems? Call our office at **(340) 719-2943** to speak with one of our highly trained service technicians.

www.broadband.vi

TERMS & CONDITIONS OF SERVICE

In order to maintain your Broadband VI account, you have agreed to the following terms of service:

1. *No illegal activity. No SPAM.*
2. *Only the registered user is allowed to make changes to this account.*
3. *Service must be paid in advance. Subscriber shall be billed on last day of the month preceding service. All new subscribers will pay a pro-rated invoice amount for the remainder of the current month they start their subscription. Payment by Subscriber shall be due to Broadband VI within twenty (20) days from the date of the invoice. Delinquent accounts shall be placed on "accounting hold" when they are overdue thirty-five (35) days and all services to the Subscriber shall be suspended until the account is paid in full, including a reconnection fee of \$25. A returned check fee of \$20 will be applied to all returned checks. Invoices/Statements are delivered only by email, unless special arrangements are made.*
4. *To discontinue service, you must notify us either by email at customerservice@broadband.vi or by written notice to:*

Broadband VI
P.O. Box 26304
St. Croix, VI 00824

Thank you for your business!