

# Cajun Broadband Inc. Trouble Shooting Guide

This guide is designed to help Cajun Broadband Inc. customers better understand their internet-related equipment and broadband technology in order to better assist technical support staff in determining solutions to internet-related matters. Typically, the two most common sources of our customers' internet-related issues are from customer equipment connectivity and tower communication issues.

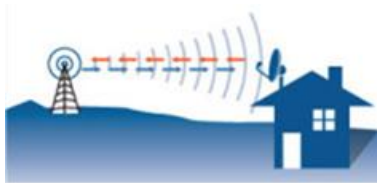
## Customer Equipment Connectivity



### Possible Causes:

- Router not working properly, needs reboot – Most Common
- Router is unplugged or not wired correctly – Common
- Device is too far from wireless router to receive a strong signal
- One customer device having connectivity issues but not others.
- Customer using illegal device such as “jail broke” Firestick and/or participating in peer to peer downloading of copyrighted material. Cajun Broadband’s equipment is not intended to support illegal downloading.

## Tower Communications



### Possible Causes:

- Internet service source provider is having an outage.
- Tower antennas are not working properly
- Customer’s equipment has poor connection due to obstruction, foliage, or antenna movement

## Four Easy Steps to Diagnose/Remedy Most Internet-Related Issues

1. Reboot the router by powering off (or unplugging) and waiting 10 minutes. Do not reformat to factory default settings by inserting paper clip into the small hole. Please note that routers typically need to be replaced every two to three years. When purchasing a new router, it must be clearly labeled as a “WiFi router” not a “cable modem” or “DSL modem/router.”
2. Reboot the antenna by unplugging/replugging the POE adapter power. The POE adapter light should be on and the black Ethernet wire connected from outside antenna to POE port. The yellow/blue wire from the “LAN” port should be connected to the “Internet” port in the back of the router, not the numbered output ports.



3. Check your email to see if there is a reported network outage. There are rare network wide outages from source internet service providers. While these outages can be frustrating, there is nothing Cajun Broadband Inc. can do to do to reduce down time and will work closely with the provider and communicate updates.
4. If you have completed Steps 1-3 and are still experiencing a problem, report problem either by email ([info@cajunbroadband.com](mailto:info@cajunbroadband.com)) or 24/7 customer care number 337-593-4778. Technicians are notified immediately. However, there may be a slight delay in response while connectivity and throughput from the tower to the customer is being analyzed.

*This guide is designed so that Cajun Broadband, Inc. can more efficiently serve you. We appreciate your business and look forward to providing you with high-quality internet service for years to come.*