

Resources:

- Ip summary sheet: <https://docs.google.com/spreadsheets/d/1m8y5N7r-7YuJAX0xITpTbM-D3n85wFZxVhlc8RBpMAY/edit#gid=1531526057>
- UNMS: <https://10.2.8.2/login>
- Username: admin
- Password: W32medium

Troubleshooting wireless customers:

1. Check that the customers radio is connected in the UNMS under the "devices" tab.

STATUS	NAME ↑	VERSION	MODEL	IP ADDRESS	UPTIME	LAST SEEN	CPU	SIGNAL	ASSIGNED TO
ACTIVE	Derrin R Owens	8.5.7	PowerBeam SAC 300 ISO	10.5.8.139	13d 11h 38m 33s	now	6%	-66 dBm	M-Hill / Derrin R Owens
ACTIVE	Mason Winn	8.5.7	PowerBeam SAC 300 ISO	10.5.18.236	17d 23h 6m 48s	now	14%	-51 dBm	FT.Green Water Tower / Mason Winn

2. Check that the frequency of the radio is blue or green, but not red, yellow, or orange.
3. Check that the signal of the station is within 2 dBm of what is listed in the Ip summary sheet for the customer. preference for service is above -70 dBm.
4. Check that the lan port status is up and registering a connection whether it is a 100 or a 1000 link speed.

Derrin R Owens / Derrin R Owens CPU: 3% RAM: 71%

Status: Active Connected: Yes Mode: Station PtMP SSID: M-Hill Antenna: Feed only

IP Address: 10.5.8.139 Uptime: 13d 14h 54m 42s Bridge: WPA2

Signals: Station -67 dBm AP -66 dBm Frequency: 5205 MHz (5175 - 5215 MHz) Lan status: 100 FDX

Frequency spectrum graph showing a blue bar at 5205 MHz.

5. Reboot the radio via the settings page under the system tab very bottom.

airOS 8 POWERBEAM SAC 300 ISO | WA.V8.5.7

WIRELESS NETWORK SERVICES SYSTEM

Firmware

Device Maintenance

REBOOT DEVICE BACK UP CONFIGURATION DOWNLOAD SUPPORT INFO

RESET TO FACTORY DEFAULTS UPLOAD CONFIGURATION

6. Have the customer bypass their router and plug straight into the POE