Resources:

- Ip summary sheet: https://docs.google.com/spreadsheets/d/1m8y5N7r-7YuJAX0xlTpTbM-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.

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.

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

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