

Welcome to Mole Lake Broad Band,

The following is a guide for the new hardware that is installed at your house, please Use the trouble shooting in the guide to correct any problems with your internet be for calling support.

For any support questions please contact,

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General Info,

Router,

Trendnet

Model: Tew-711br ,

150Mbps speed,

Wireless coverage 330ft-990ft depending on environment, coverage range is a bubble shape.



Front Panel

Lights,

Power LED -This LED indicator is solid green when your router is powered on.

Otherwise if this LED indicator is off, there is no power to your router.

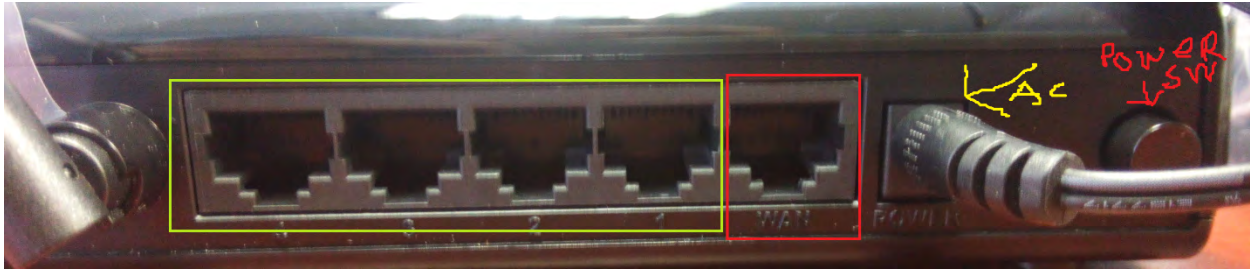
• **Status LED** - This LED indicator is blinking green when your router is ready and working successfully. If this LED indicator is solid green on or off, your router is not receiving power or not working properly.

• **WAN (Link/Activity) LED** – This LED indicator is solid green when your router WAN port is physically connected CPE

The LED indicator will be blinking green while data is transmitted or received

• **LAN 1-4 (Link/Activity) LEDs** – These LED indicators are solid green when the LAN ports are successfully connected to your wired network

Back Panel



The Ports in Green "1-4" are for Any devices like a laptop, desktop, Camera
The port in Red goes to your CPE Power Injector
The port marked in yellow AC is the power cord
The port marked in Red is the power switch
If you would like more detailed information regarding the router, please request it.

General Layout of router, CPE, Computer.



Red Dots = power Required
Yellow Dot = To CPE Radio "CPE Cord"
Green Dots = CPE to Router Connection "Wan Port"
Pink Dot = To End user device "Lan Ports 1-4"

Trouble Shooting

Problem No internet

1. Unplug the power to both the power injector and router, wait 2 minutes then plug back in. wait 5 minutes then try again.
 2. Check to make sure the power light is on the router. if it's not on check the power cord and power switch. If there is still no light it may be an outlet that's not working correct or a bad router.
 3. Check to make sure the CPE power injector is plugged in to a known working outlet.
 4. Check The CPE power injector cables to make sure they are plugged in to the **WAN port** on the router and the CPE cord is plugged in to the injector
 5. Check the internet connection with a different device like a smart phone.
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Other Notes,

WPS Button, it is recommended that this feature is not used it can sometimes cause connection ion problems

From time to Time you may need to power cycle the CPE and Router, this is normal to a point it should not be an everyday problem. It should be every 3-6 months or sometimes after a system upgrade.

As spring\summer comes your CPE may need adjustment to compensate for leaves.

Winter time may also requite CPE adjustment if the CPE is pole mounted in the ground, frost will sometimes move the CPE.

Heavy Rain and Snow coming down may cause some intermittent outage but will not cause any harm to the CPE. Internet will automatically come back up when the Heavy rain or snow is done.

There is no Data Cap or limit on your Internet. You are assigned a packaged speed. You are free to use as much data as you would like.

Computer\system Problems, any computer problems such as virus, malware, failed updates, fake support calls are not cover by broadband support. Any problems you have outside of the broadband equipment is your responsibility. We can help you find someone to service your personal equipment at a fee.

Gamming over broadband is fine. However please note sometimes ping and latency times will be higher than normal. This is because it is over a wireless connection. Out ping and latency times are completive of wired connections but environmental factors can affect it at times

Voip "voice over internet protocol" is supported you are free to use this service with a VoIP provider. Our testing has showing that it generally works just fine.

Streaming videos will reduce your overall bandwidth availably to other devices in your home. Video usage for hd video will vary from 1.6mbps to 5mbps.

Port forwarding, if you need port forwarding setup Please submit a request to Mole Lake Broadband, along with your port number requested. We may not be able to honor all requests.

Please note this is a new technology we are doing our best to keep your internet up and running. We are still working out some problems with it. We ask that you report any problems but please work with us to help understand and correct any problems that come up.

Thank you for Choosing Mole Lake BroadBand as your Provider