



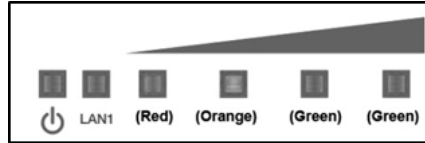
Service Hotline:890-8150
Office Phone: 728-1691
Hstar.net
info@hstar.net



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Other Trouble shooting:

- Check the lights on the Hstar radio attached to the house. Please Only do this if it is convenient and safe. The first light indicates power. Second, labeled LAN, is the status of the Ethernet connection with the router or computer. The last 4 indicate signal strength, with red being the lowest.
- Check to see if anything is obstructing the signal between the Hstar Radio and tower, such as a car, or a blooming tree. If new foliage is the culprit we can move the radio. Depending on the circumstance and previous discussions, we will move it free or with a charge.
- Visually check the cable to make sure it has not been cut or damaged from an animal or power equipment.



Call for Service

We appreciate your assistance with attempting all trouble shooting options. If you are still experiencing issues with getting online please call our service hotline listed below. It is the best way to report an outage since your voice mail will be forwarded to the proper technician on call. The number will also have status updates if there is a known outage in your area and we are working on getting it fixed.

Hstar is more than just your internet provider!

- We offer full computer service, from virus removal to setting up new computers and wireless devices.
- We offer a full range of business services also, from web site design to server and phone systems.
- We are a Dell Registered partner and can offer you great deals on a new Computer, Laptop, or Tablet.
- If you are running windows XP, NOW is the time to upgrade to windows 7/8, as Microsoft stopped support on April 8 2014.

Router Info

Hstar Wireless Internet Service trouble shooting guide

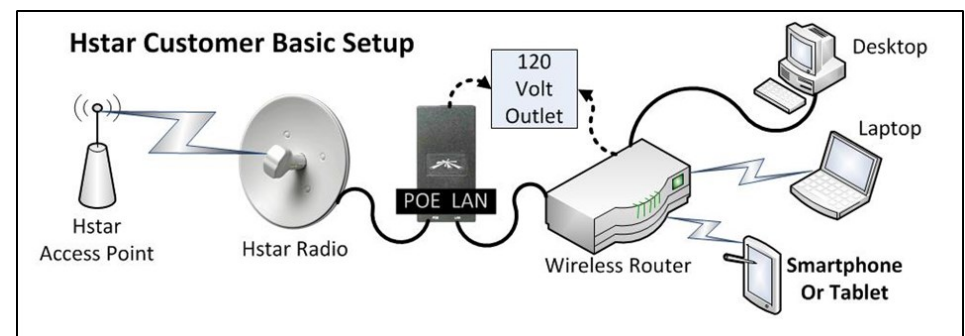
This Document is meant to guide you with basic internet and computer problem before calling out for service. Please note that any issues not related to the Hstar Wireless Service will be charged \$50.00 an hour for personal services and \$75.00 per hour for business services. Hstar is not financially responsible for routers or equipment not purchased from us, and has limited liability on anything purchased through Hstar, dependent on the circumstances of a malfunction.

At your computer you can try the following:

- Restart your computer or device.
- Try a different browser or try a different service, like outlook, skype or a chat program.
- Try a different device (phone, other laptop, computer, etc) Note: Make sure your phone is NOT connected to a data network (3G,4G, etc)
- Check all the Cables to make sure they are securely plugged in. The internet is provided via wireless and Ethernet cable connections. It looks like a phone line but a wider connector.
- Assess status of computer. Sometimes older or malfunctioning computers and devices may be operating very slowly due to other factors. If everything is slow on your device, it may need to be looked at by an Hstar Computer technician at the service charges listed above.

Hstar Customer Basic Setup. A guide for understanding how you get internet.

The Hstar Radio is connected to one of our towers. It has a single cable that brings the internet into your location through a black box called a Power Over Ethernet, or POE. The wire from the POE box (the port labeled LAN) is usually hooked to a router. Here is the most basic setup that many of our clients have in their homes and businesses:





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Check Network Notification Icons

After attempting some of the guidelines listed above, you may also want to look at your computer or device to see the connectivity status. In Microsoft Windows computers, you can usually look in the bottom right to see the Network Notification Icon. Apple and android have similar icons so this guide should still be able to assist you. Furthermore, this information is very helpful if you call Hstar for service.

Please see Diagram to the Right for basic icons

1. Connected. Your device should be able to get online.
2. Working. Your device is trying to connect. Please allow up to 5 minutes for a new notification to indicate status.
3. No Internet. You are connected to a router, but are not getting service. The best step here is to power cycle your router and the Hstar radio. (see next page)



4. Not Connected. Check all connectors. Check to make sure the light is on at the router and POE. Check the power connectors on the Router and POE box. If the lights are not on, but everything is connected, you may need some equipment replaced.
5. New network. This only applies to wireless connections. You can click here to try to connect to a new wireless network by selecting the name of the wireless network and entering the password if it is password protected.



Hstar's new 35 foot BOOM truck helps our technicians reach difficult spots for installations. We also offer our services if you need a lift truck at your home or business. We charge \$100 for 2 hours and includes our service technician.



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Power cycle Router and Hstar radio

A power cycle is simply powering down a device and then powering it back up, sort of like restarting a computer. Usually it is only the router or the Hstar Radio that is malfunctioning and requires a power cycle. However, it is always best to power cycle them both at the same time to eliminate problems.

DO NOT unplug any of the network cables attached to the POE box before or during a power cycle.

DO NOT RESET DEVICES. Resetting is different than power cycling. It is not recommended that you reset any routers by pushing in the reset button usually on the back of routers.

This returns the internal software to its original manufacture state, losing any applied settings that are needed for your service.

To power cycle the Hstar Radio and Router, you can do any of the following:

1. Unplug the 3 prong connector from the POE box, or the AC adapter from the router.
2. Unplug the 120v outlet plug that goes from the POE box or AC adapter, to the outlet in your wall or power switch.
3. Switch off the power strip or device that the POE is plugged into.

Note: Option 3 can be a good option because you may also have your router plugged into this strip, and you will be able to power cycle everything at once. However make sure nothing is plugged into the power strip that you don't want to turn off, like a desktop computer. Please wait approximately 20 seconds for everything to be powered off. Then allow up to 5 minutes for the Hstar Radio and Router to come back online. If you are still not able to get online, refer to the previous section about the network notifications to see if anything has changed. If there is no change, you may attempt to perform one more power cycle. Follow the next steps if you are still having problems.

POE Adapter



Connect Directly into the Hstar Radio

You can plug your device, Laptop or desktop, directly into the POE box, at the LAN Ethernet port and bypass the router. This will help with figuring out if the router has malfunctioned. Usually you can disconnect the cable at the router, that goes to the LAN port on the POE box. Follow the cable and make sure you have the correct one before plugging it directly into the Ethernet port of your device. Make sure you are only using a cable that is plugged into the port that says LAN **not** the one that says POE. The Port labeled POE is usually connected to a black cable and should never be unplugged. Refer to the diagram above for assistance. Once you have done this you should allow a few minutes for your computer to connect to the network. You should be able to determine the status by the notification icon guide listed before.