

Before You Call

Before you call to report an internet outage, please take a moment to follow these few easy steps to pinpoint what the problem might be.

Bypass your router:

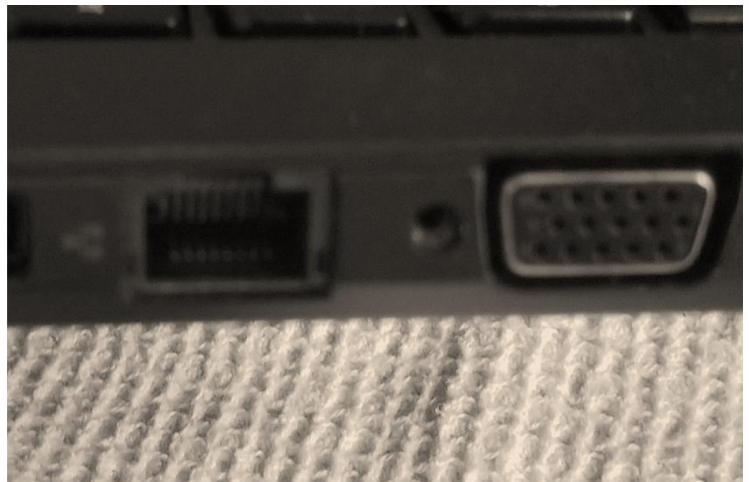
1. Make sure your router lights are on and either green or blue.
 - if no lights, you may have a failing router.
 - if the lights are red or amber, unplug the router from its electrical source. Wait 1 minute, then plug back in. Try to connect. If still not able to connect, go to step 2.
2. Bypass your router and connect directly to the MVTV power supply.

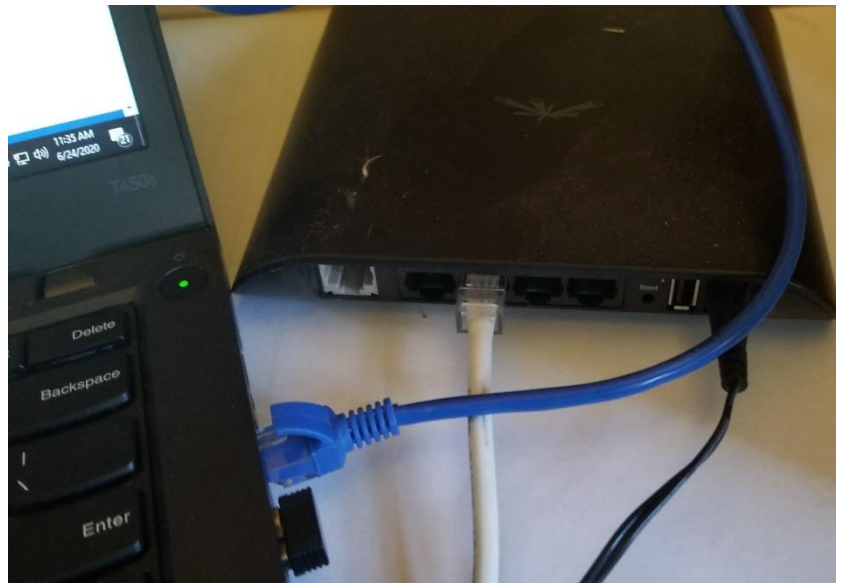
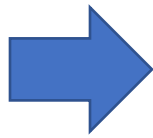
- Unplug the networking cable from the back of your router:



- Plug it into a device that has a networking or ethernet cable port (i.e. laptop):

'Ethernet port'





You will notice the Network and Internet Setting is now showing a hardwired connection icon instead of a WiFi connection.

If still not able to connect and you have already rebooted the MVTV power supply, call MVTV Technical Support at 320-564-4807, ext 1.