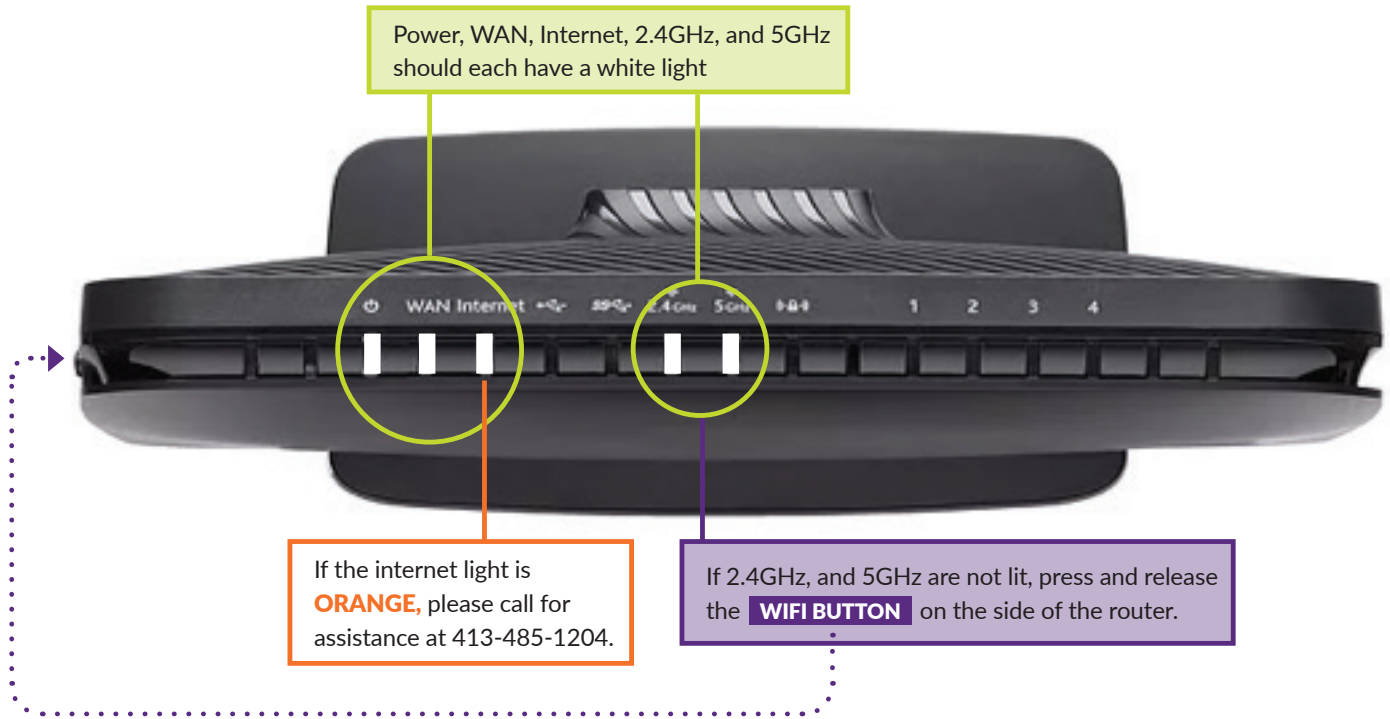# quick troubleshooting guide

No one likes to have their internet access down. Here are a few tips you can try which will usually get you up and running.

- **Make sure your router is plugged in—also check any power strips, GFCI outlets, and light switches to make sure the power is on.** We know it sounds crazy, but many times the fix is as simple as this!

- **Check to see that the ethernet cable is securely connected from the wall jack to the WAN port on the back of the modem.** Sometimes tech support is about the little things.

Power, WAN, Internet, 2.4GHz, and 5GHz should each have a white light

If the internet light is **ORANGE,** please call for assistance at 413-485-1204.

If 2.4GHz, and 5GHz are not lit, press and release the **WIFI BUTTON** on the side of the router.

IF YOU HAVE PREMIER PHONE SERVICE...

Here's a key of the system status colors you'll see on your Ooma Telo device.

Solid Blue
Indicates your service is working. You will hear a dialtone and all services are operational.

Solid Purple
Indicates your service is working and Do Not Disturb is enabled. All incoming calls will be directed to voicemail.

Blinking Purple
Indicates your Ooma Telo is downloading a software upgrade. All services are unavailable. Do not unplug your Ooma Telo when it is in this state.

Blinking Red
Indicates your service is not working. All services are unavailable. You will not hear any dialtone and will not be able to make or receive calls.

White
Indicates your Ooma Telo is not powered on or that brightness is turned all the way down.

still having trouble? try this...

We joke about it all the time but often you can get things working by unplugging your device and then plugging it back in. Seems too easy, doesn't it? Simply unplug the router from the wall, wait 60 seconds, and then plug it back in. If that doesn't do the trick, please give the Tech Team a call so they can help you out.

whip city fiber

Contact the Whip City Tech Team at 413-485-1204 or at techsupport@whipcityfiber.com | whipcityfiber.com