

Razzolink
Modem/Router
Troubleshooting Guide



Are you not able to get connected to the internet?

The following are a series of diagnostic processes designed to help you restore your internet connection. First, it's important to determine what type of modem you have. There are two different Navini modems, an LED modem and a LCD modem. With either modem, you should be able to tell whether you're connected to the internet simply by looking at the modem display:

- 1. LED Modem** - Please check the narrow face of your modem (tan device, about the size of your hand, standing upright with the name NAVINI labeled on its side). Look at the stack of three lights on the face of the modem just below the antenna connection. If the top light is a solid color, preferably green or amber, you are connected to the internet. If the light is flashing, then your connection has failed and you will need to contact our 24x7 technical support department which is available Monday thru Friday, 8:00 a.m. to 5:30 p.m. by dialing (800) 913-7299, extension 2, extension 1 or after hours, weekends and holidays (800) 913-7299, extension 2. If your modem has an LCD screen on its face, please read 2 below.
- 2. LCD Modem** - Please check the narrow face of your modem (tan device, about the size of your hand, standing upright with the name NAVINI labeled on its side). If the device has an LCD screen at the top of its face and it displays the word CONNECTED along with one or more bars, you have an internet connection. If you have an internet connection, please continue to the next set of procedures, entitled QUICK ROUTER RESTART PROCEDURE. If the LCD screen at the top of its face displays the word SEARCHING, then you do not have an internet connection and you will need to contact our 24x7 technical support department which is available Monday thru Friday, 8:00 a.m. to 5:30 p.m. at (800) 913-7299 extension 2, extension 1 or after hours, weekends and holidays at (800) 913-7299, extension 2.

MODEM RESTART PROCEDURE

If you are using a router with your Razzolink service, please skip to the next procedure entitled QUICK ROUTER RESTART PROCEDURE. If you have a direct connection from the modem to a single computer, please follow this procedure.

If you should loose your internet connection and your LED modem has a solid top light on its face or the LCD modem displays the word CONNECTED on the mini screen located on the face of the modem, please follow these steps.

This interruption is usually caused by some form of power interruption. If you're unable to establish an internet connection, then please initiate a QUICK router restart as follows:

1. Exit and/or close any web browser and close any email service you currently have open.
2. Power down your modem by pressing the power button located on the face of your modem (below the stacked lights if it's an LED modem or below the LCD screen if it's an LCD modem).
3. Wait ten seconds.
4. Press the power button once. Either the LED lights will come back on or the LCD screen will illuminate. Allow a few minutes for your modem to re-boot (get connected to our tower site).
5. Browse to the web site of your choice.
6. If you are still unable to connect to the internet following this procedure, please contact our 24x7 technical support service which is available Monday thru Friday, 8:00 a.m. to 5:30 p.m. by dialing (800) 913-7299, extension 2, extension 1 or after hours, weekends and holidays (800) 913-7299, extension 2.

QUICK ROUTER RESTART PROCEDURE

If you should loose your internet connection and your LED modem has a solid top light on its face or the LCD modem notes the word CONNECTED on the mini screen located on the face of the modem, and you are using a router, please follow these steps.

This interruption is usually caused by some form of power interruption. If the customer is unable to establish an internet connection, then please initiate a QUICK router restart as follows:

1. Exit and/or close any web browser and close any email service you currently have opened.
2. Power down your router by unplugging the power cord located at the back of the router (thin black cable). The router does not have an on and off switch.
3. Wait ten seconds.
4. Wait about five (5) seconds and then browse to the web site of your choice. If you are not successful (computer says page cannot be displayed) you have not established an internet connection. Please proceed with a FULL MODEM, ROUTER AND COMPUTER RESTART PROCEDURE.

FULL MODEM, ROUTER AND COMPUTER RESTART PROCEDURE

1. Exit and/or close any web browser and email service you currently have open.
2. RESTART your computer.
3. While your computer is going thru the restart process, power down your modem by pushing the power button on the bottom of the face of the device.
4. Power down your router by unplugging the power cord located at the back of the router (thin back cable). The router does not have an on and off switch.
5. Wait ten seconds.
6. Power up your modem by pushing the power button on the bottom face of the modem.
7. Wait until the LCD screen displays the word CONNECTED, or if it's an LED modem (three stacked lights on the face of the modem) wait until the top light is a SOLID color.
8. Once you have re-established a modem connection, place the power cord back into the back of your router. This will restore the power connection to the router.
9. Wait about five seconds and then browse top the web site of your choice.
10. If you are not successful (computer says page cannot be displayed) you have not established an internet connection, please contact our customer service office at (800) 913-7299, extension 12, Monday thru Friday, 8:00 a.m. to 5:30 p.m., so we can schedule a visit to your location by one of our trained technicians.

UPS REQUIREMENT

It has come to our attention that in the unincorporated tri-county areas (San Benito, Monterey and Santa Cruz Counties) there have been numerous electrical fluctuations, i.e., your home lights dim or flicker, your alarm clock is flashing, etc., that usually occur during inclement weather cycles. A power fluctuation will cause the modem and router to lose it's internet connection. If this happens it will be necessary to use either a Quick Start or in some cases a Full Restart process in order to re-establish your internet connection. If your power is interrupted on a regular basis, we would recommend the use of an Uninterrupted Power Source (UPS).

A UPS is similar to a surge protector or power strip, but contains a battery back-up which will provide a continuous stream of power in the event of an interruption, and will most likely keep any device plugged into it up and running

The price for a UPS usually ranges somewhere between \$40 to \$70. You can acquire a UPS at any electronic or office supply store.