

Basic Troubleshooting

If you are unable to access the internet, or if you are experiencing slow connection speeds, the first troubleshooting step is to "reset" or "reboot" your radio. To reboot your radio, remove the power cord from the "radio" for five seconds then plug it back in. It will take 30 to 40 seconds for your radio to finish rebooting.

IMPORTANT NOTE: If you have a router, you will need to reboot both your radio and your router. First, remove the power from your radio and leave it unplugged. Remove the power from your router and leave it unplugged. Plug the power to your radio back in and wait 30 seconds. Finally plug the power to your router back in and wait 50 seconds.

