

Antenna Internet Service Connections.

The Equipment and how they connect together:

Antenna (usually installed up on the roof) connects to POE Radio port.

A cable runs from the Antenna and connects to the...

POE (generally installed close to your computer desk)

The POE Box is a small 2" x 2" gray box that says Trango broadband on top. This is a junction box that gives power to the antenna (radio port), provides the internet to your computer or router (Network port) and has a DC IN port for incoming power source. When everything is as it should be it has two solid bright green lights (DC IN and RADIO labels) on it. The DC IN port connects to a Power Source (output 20 or 24volts if Trango equipment used).

A cable runs from the POE to the.....

Router (if you have one) or direct to your computer. The cable from the POE Network port connects to your PC Ethernet port or WAN/INTERNET Port of Router.

Common Internet Troubleshooting Steps

If you don't have an Internet connection:

Restart your local Router (Wireless or Wired):

1. Make sure the Internet Line (Ethernet Cable) connects to the WAN or INTERNET port of your router.
2. Make sure your computer "sees" or is connected to your Wireless or Wired internet signal.
3. Switch off the router for 15 seconds and then switch it back on, (to do this take the black thin cable out and then put it back).
4. Wait for another 15-20 seconds then proceed to reconnect your computer to the internet.

If that doesn't get things working do the following steps.

Restart the Antenna – using the POE Box

1. Check that the POE box has two solid bright green lights on.
2. If so, restart the Antenna by turn it off for 15 seconds and then turn it back on. (do this by pulling the power source cable out - black thin cable - and put it back in).
3. WAIT 3-4 Minutes before you check your internet service on your computer

Other issues:

1. If there are No Lights on the POE BOX, check the power source is connected to the POE BOX correctly and that its also connected to a working power outlet from the wall, voltage regulator (or any kind of electrical source you may have).
2. If still no lights on POE BOX check that you have the correct POWER SOURCE, input 100-240v, more important that the OUTPUT: is 20 or 24Volts. (Check the labels on the power source for the voltage output.)
3. No RADIO – light on the POE BOX - Sometimes you will get the DC IN light on but not the RADIO light, this could be caused by a loose Ethernet cable on the RADIO PORT of the POE BOX or a bad or incorrect power source.
4. Or because the Antenna on your roof is damaged or unplugged, in this case you will need to call Unisono for technical assistance.

If still not working at this point you should call us 152-4958.

Unisono numbers 152-4958 or 152-6331

Office Hours 8 am – 1 pm

Line Message 152-4958 (anytime)