



SUMMARY • BEFORE YOU CALL THE ISP

WHOLE HOUSE OFFLINE • ARAKNIS AN-310

- 1 MODEM / ONT POWER • PLUG • OUTLET • GFCI
If not: Power plug tight • test the outlet •
tripped GFCI? Reset it
- 2 NO INTERNET ON WAN 1 → MOVE TO WAN 2
If not: Move the modem cable to WAN 2
- 3 PHONE HOTSPOT → BRIDGE → WAN PORT
How: Travel router / extender in bridge mode → WAN port
- 4 OVRC: ALL ONLINE = GEAR IS GOOD
If not: Disconnected can still work: ping it from the router
- 5 OUTAGE • ONT $\geq$ 5 MIN • CALL THE ISP
First: Check for an outage •
unplug the ONT $\geq$ 5 min, plug back in

OFFLINE ON THE HOTSPOT TOO? • FAULT IS IN THE HOUSE

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INTEGRATOR NOTES

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