



(340) 719-2943 - www.broadband.vi

TROUBLESHOOTING GUIDE

If you are unable to connect to the internet, surfing speed is slow, or your service is intermittent, follow these simple steps:

1. Check all power sources and connections to ensure that they are on and secure.
2. If #1 is not the problem, continue by performing a “Power Cycle”, as described in steps 3-9.
3. Find your POE (Power Over Ethernet) source, as pictured below.



or



4. Disconnect the POE power source only, a single black cord that does not look like a telephone wire.
5. If you also have a router—meaning you are using the internet access for more than one computer or laptop, also unplug its power cord.
6. Shut down your computer(s).
7. Leave the power cords disconnected for a **full three (3) minutes** and then reconnect. (Do not rush this! Power cycle will fail if sufficient disconnection time is not allowed.)
8. After three minutes, reconnect the POE first, then the router.
9. Restart your computer(s).
10. Connect to the internet. 9 times out of 10, this will solve the problem.

Success? Enjoy your high speed wireless internet access!

Still having problems? Call our office at (340) 719-2943 to speak with one of our highly trained service technicians.

PAYMENT POLICIES & REMINDERS

Please review our complete Terms of Service at www.broadband.vi/terms.html.

1. *No illegal activity. No SPAM.*
2. *Only the registered user is allowed to make changes to this account.*
3. *Service must be paid in advance. Subscriber shall be billed on last day of the month preceding service. All new subscribers will pay a pro-rated invoice amount for the remainder of the current month they start their subscription. Payment by Subscriber shall be due to BroadbandVI within twenty (20) days from the date of the invoice. Delinquent accounts shall be placed on "accounting hold" after thirty-five (35) days and all services to the Subscriber shall be suspended until the account is paid in full. A returned check fee of \$40 will be applied to all returned checks. Invoices/Statements are delivered only by email.*
4. *To discontinue service, you must notify us either by email at customerservice@broadband.vi or by written notice to:*

Broadband VI
P.O. Box 26304
St. Croix, VI 00824

Thank you for your business!