



WinstonNet

INFORMATION & TROUBLESHOOTING GUIDE

June 2020

WinstonNet Support Desk Contact Information

Email: SupportDesk@email.winstonnet.org

Phone: **(704) 900-1157**

Site Supervisors:

To open a support ticket, email SupportDesk@email.winstonnet.org. Be sure to send an email that includes your name, phone number, site name, and details about the issue you are experiencing. You will receive an email confirmation with your Support Ticket Number and a technician will contact you to resolve the issue.

Emergency Support:

For urgent matters or issues occurring after normal hours, on weekends, or on holidays, or if you are not able to send an email request, please call [704-900-1157](tel:704-900-1157).

Information to include when opening a support ticket:

- Detailed **description of the issue** including the site name, the equipment involved or affected, and the date and time the issue occurred or was discovered.
- Details about the **circumstances of the event**, such as a power outage or an unusual number of people accessing the Internet.
- If the issue was reported by a user, please explain what the user was doing and the **equipment and/or applications** in use at the time.
- Detailed information about **error messages or warnings**. If possible, copy/paste the error text or provide a screen shot as an attachment to your email support request.

TABLE OF CONTENTS

How to Get Support <i>How to email or call the Support Desk</i>	Page 1
Table of Contents	Page 2
Equipment Reference Guide <i>Pictures of the equipment at your site</i>	Page 3
How You are Connected <i>A diagram of how the equipment at your site is connected</i>	Page 4
When You Cannot Connect to the Internet <i>Troubleshooting steps when the internet is down</i> <i>WARNING: DO NOT UNPLUG ANYTHING UNLESS DIRECTED BY A TECHNICIAN!</i> Step 1: Modem Troubleshooting Tips Step 2: Wireless Troubleshooting Tips	Page 5 Page 5 Page 6
When the Computers Don't Work Step 3: HP Computer Troubleshooting Tips	Page 7

EQUIPMENT REFERENCE GUIDE



MODEM

Depending on who provides internet to your site, you could have a modem provided by Time Warner Cable or AT&T. Your modem may not be the exact model pictured, but it should look similar.

CHROME BOX

The computers onsite are called HP Chromebox, which are attached to the back of each monitor.



WIRELESS Router (AP)

Each site has a Meraki Wireless Router MX68 or MX68W.

WIRELESS ACCESS POINT

Some locations also have additional Meraki MR42 Access points



INTERNET CABLE

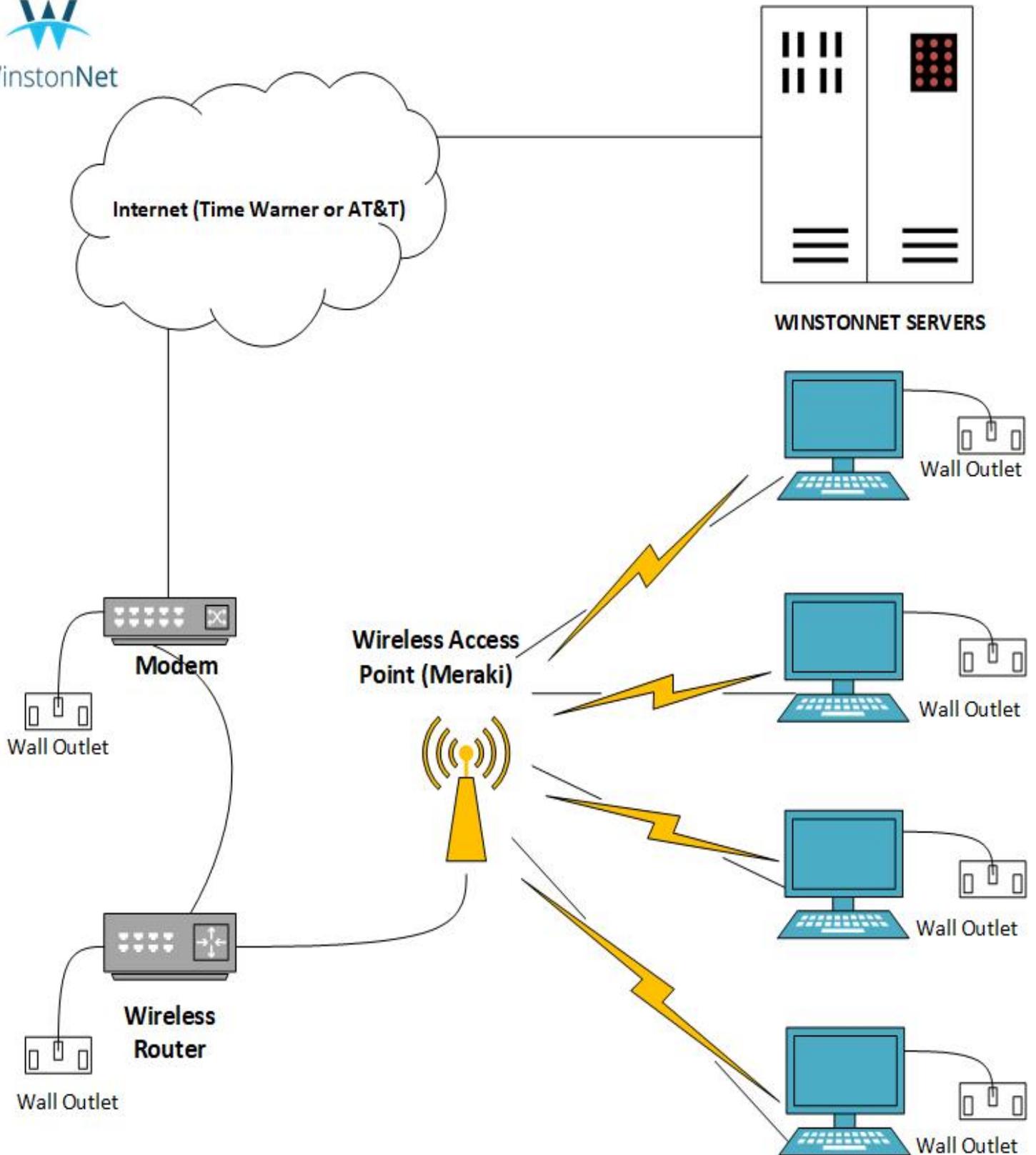
Internet cables come in several colors: blue, gray, black, white, etc. (the color does not matter).



COAXIAL CABLE

Some sites may have a coaxial cable that connects to the modem.

HOW YOU'RE CONNECTED



WHEN YOU CAN'T CONNECT TO THE INTERNET

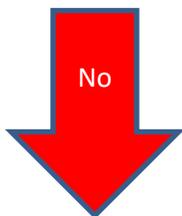
STEP 1: MODEM TROUBLESHOOTING TIPS

WARNING! DO NOT UNPLUG ANYTHING UNLESS DIRECTED BY A TECHNICIAN!



Proceed to WIFI Router check

1. Are all the lights on the modem **GREEN**?



Check all power cables and connections to ensure everything has power and is connected properly. Still no Green lights?

SEND EMAIL TO
SUPPORTDESK@EMAILWINSTONNET.ORG
TO OPEN SUPPORT TICKET.

WHEN YOU CAN'T CONNECT TO THE INTERNET

STEP 2: Wireless Router TROUBLESHOOTING TIPS

WARNING! DO NOT UNPLUG ANYTHING UNLESS DIRECTED BY A TECHNICIAN!



3. Validate the Indicator light on the front left is WHITE

Yes

Proceed to Step 3

No

Check all power cables and connections to ensure everything has power and is connected properly. Still no WHITE light?

SEND EMAIL TO
SUPPORTDESK@EMAILWINSTONNET.ORG
TO OPEN SUPPORT TICKET.

WHEN YOU CAN'T CONNECT TO THE INTERNET

WHEN THE COMPUTERS DON'T WORK

STEP 3: HPTROUBLESHOOTING TIPS

WARNING! DO NOT UNPLUG ANYTHING UNLESS DIRECTED BY A TECHNICIAN!



1. Confirm the HP computer is on – the power button should glow blue.
2. If the computer is not on push the button to turn it on. If the blue light will not turn on check the power cord is plugged into the power strip. If the computer still does not power on send an email to SUPPORTDESK@EMAIL.WINSTONNET.ORG to request additional support

HP Monitor / Display Screen

1. Confirm that the HP computer is on (See Step above)
2. Confirm that the monitor is ON – Light on the bottom right of the screen should be illuminated.
3. If the screen is not ON, push the power button on the back right of the screen.
4. If the monitor will not power ON check the power cord and ensure it is plugged into the power strip.
5. If the computer and monitor are both on and you still do not see a picture, wiggle the mouse or tap the keyboard to wake the computer up.
6. Check that the monitor cable is firmly inserted into both the monitor and the HP computer.
7. If the monitor still does not power on or display a picture send an email to SUPPORTDESK@EMAIL.WINSTONNET.ORG to request additional support

WHEN THE COMPUTERS DON'T WORK

STEP 3: HPTROUBLESHOOTING TIPS- Continued

WARNING! DO NOT UNPLUG ANYTHING UNLESS DIRECTED BY A TECHNICIAN!

Keyboard and Mouse

1. Confirm the HP computer is On (See steps above)
2. Confirm the HP Monitor/ Display Screen is on (See steps above)
3. Check the keyboard and mouse are both firmly plugged in to the computer.
4. If the keyboard and mouse still do not work, swap it out with a known good set to see if that resolves the issue.
5. If the keyboard and mouse still do not work reboot the HP computer.
6. If the keyboard and mouse still do not work send an email to SUPPORTDESK@EMAIL.WINSTONNET.ORG to request additional support

Computer Login

1. No login name or password is required. If computer is not working please follow steps below.
2. Confirm the HP computer is On (See steps above)
3. Confirm the HP Monitor/ Display Screen is on (See steps above)
4. Check the keyboard and mouse are both firmly plugged in to the computer. (See steps above)
5. If the Meraki Access Point is not showing the power light on the front left then you will not be able to login.
6. Reboot the HP Computer and try again.
7. If the keyboard and mouse still do not work send an email to SUPPORTDESK@EMAIL.WINSTONNET.ORG to request additional support