whip city fiber

Technical Introduction

How Your Town and Whip City Fiber worked together to Bring High Speed Internet to Western Massachusetts

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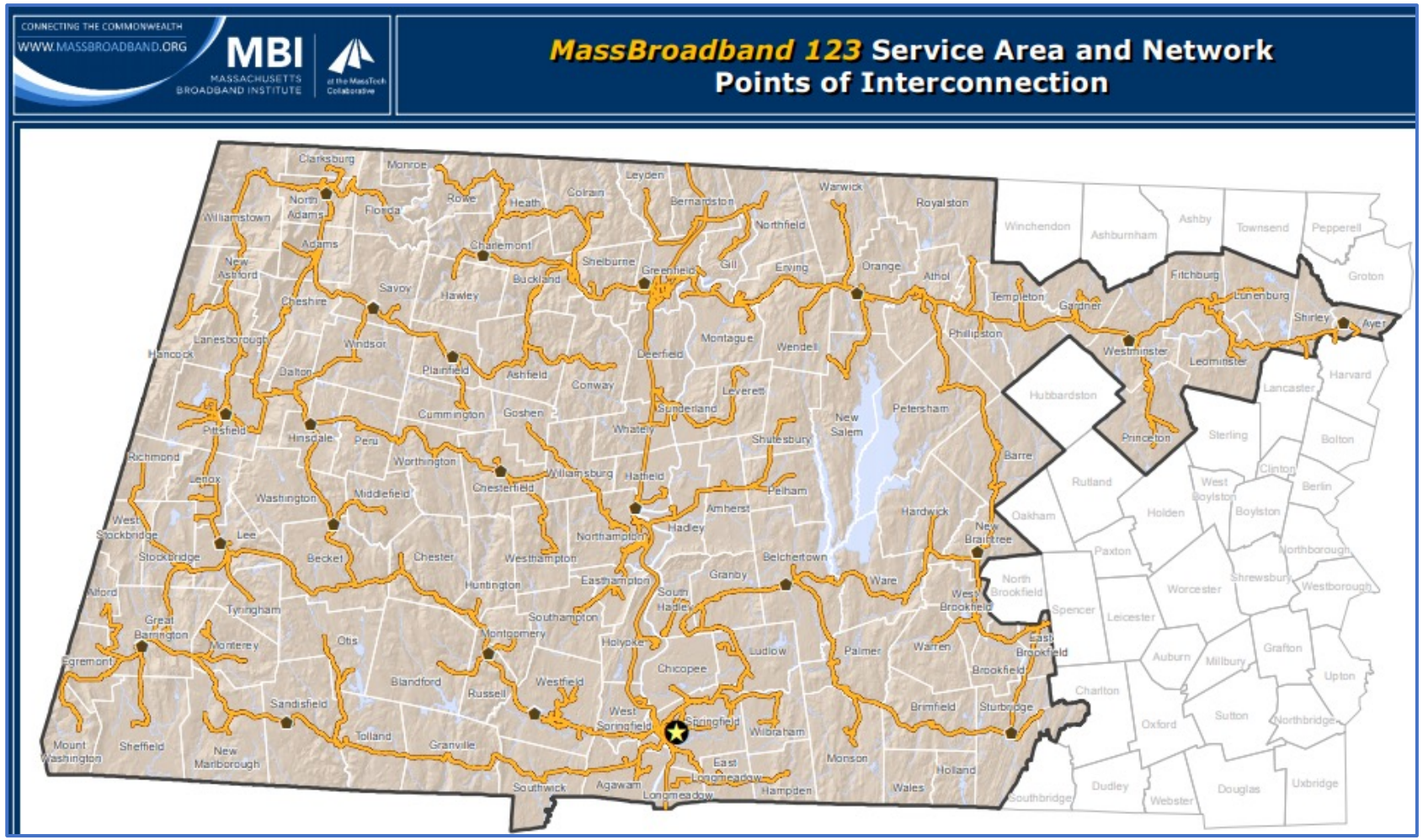
Massachusetts Broadband Initiative



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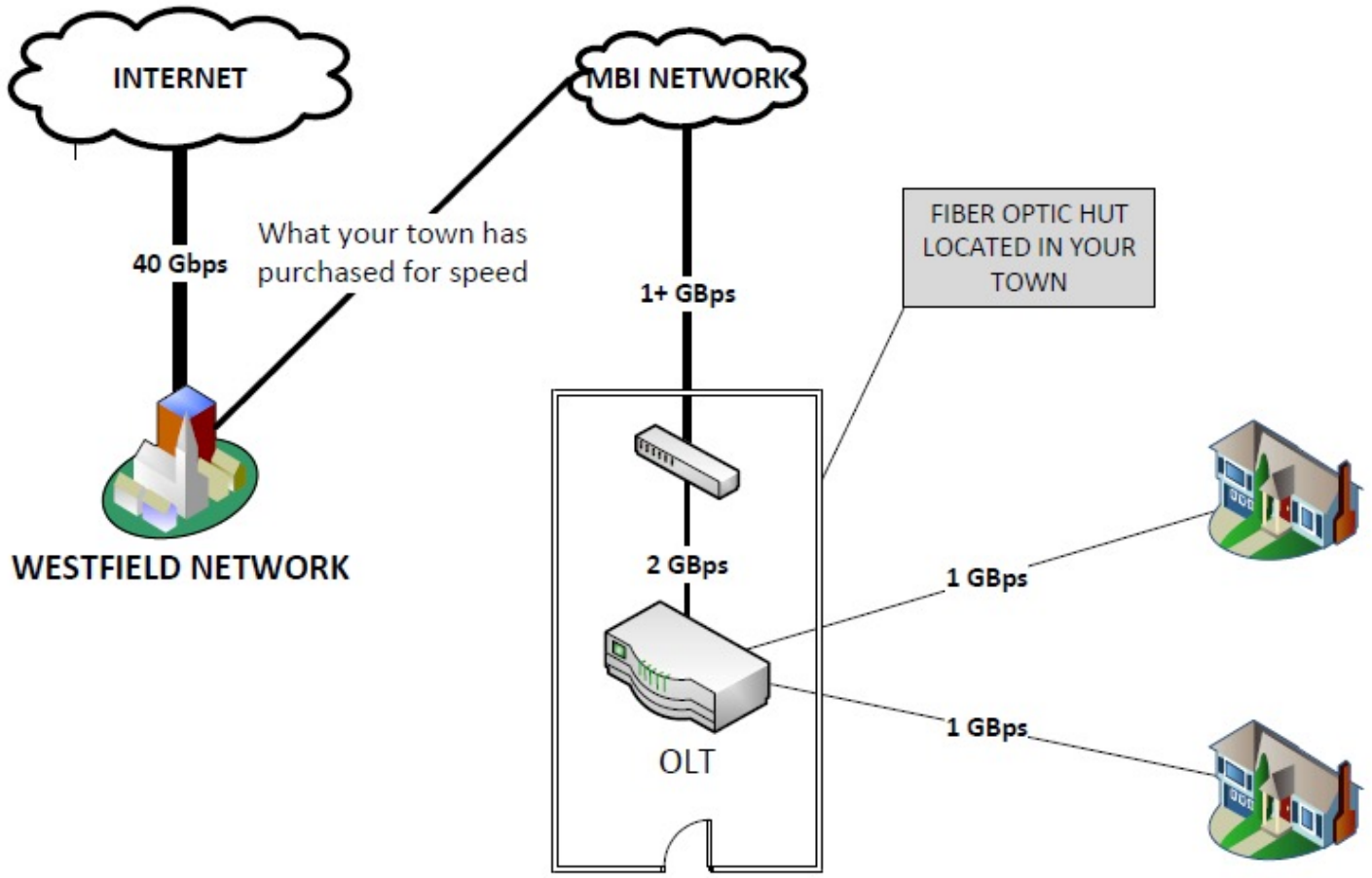
High Level View of The Network



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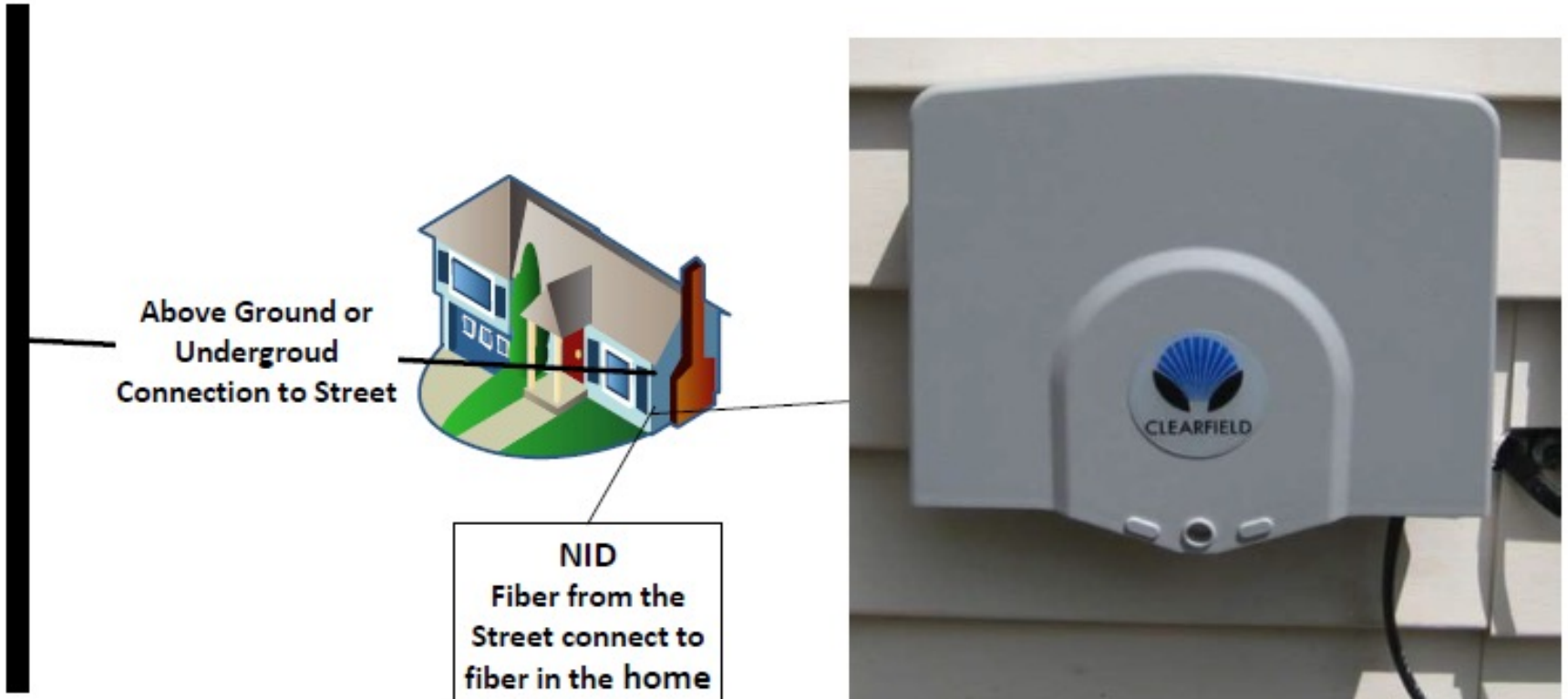
What's on Your House?



NID

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What's in Your House?

INSIDE THE HOME

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What else is in Your House?

SmartRG Router with Dual Wall Plate

SmartRG Router with Ooma

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Troubleshooting Problems

No Internet

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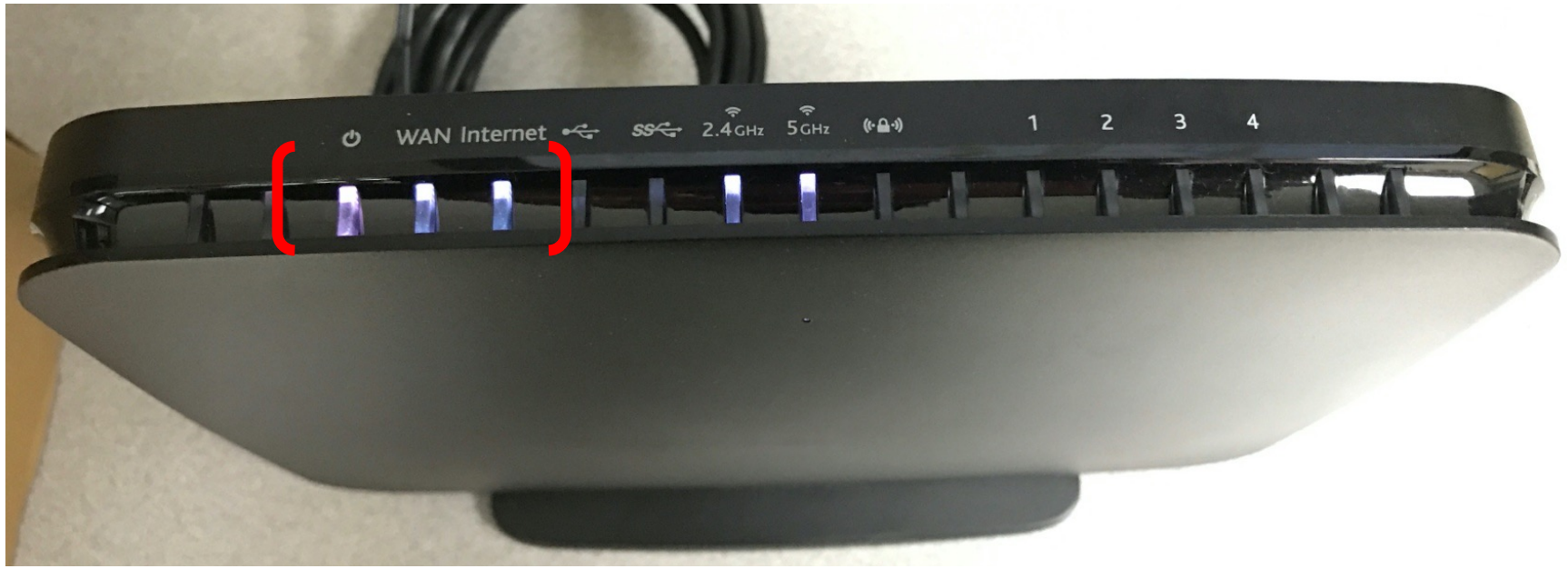
Troubleshooting Smart/RG

On top of the router, check what lights are on

What it should look like: Power, WAN, Internet, 2.4GHz, and 5GHz should be on.



If 2.4GHz and 5GHz are not lit

- Locate the WiFi button to the left of the router
- Press down the WiFi button
- Wait for the 2.4GHz and 5GHz to light up

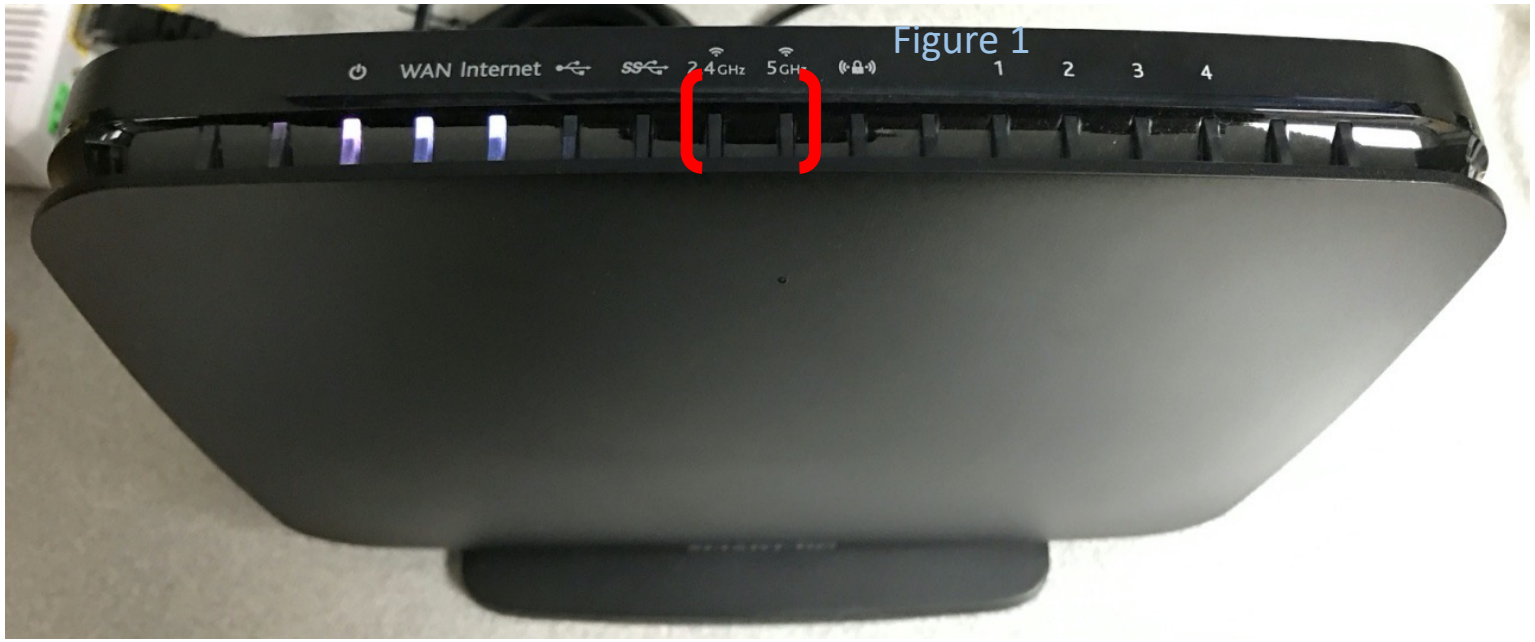


Figure 1

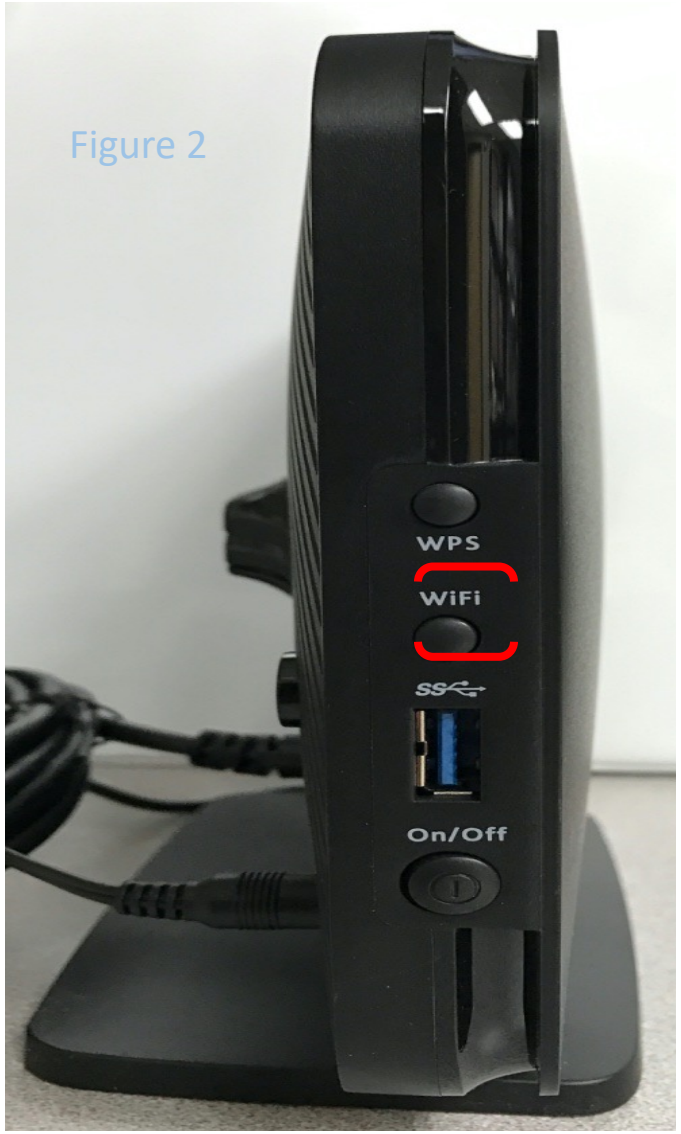
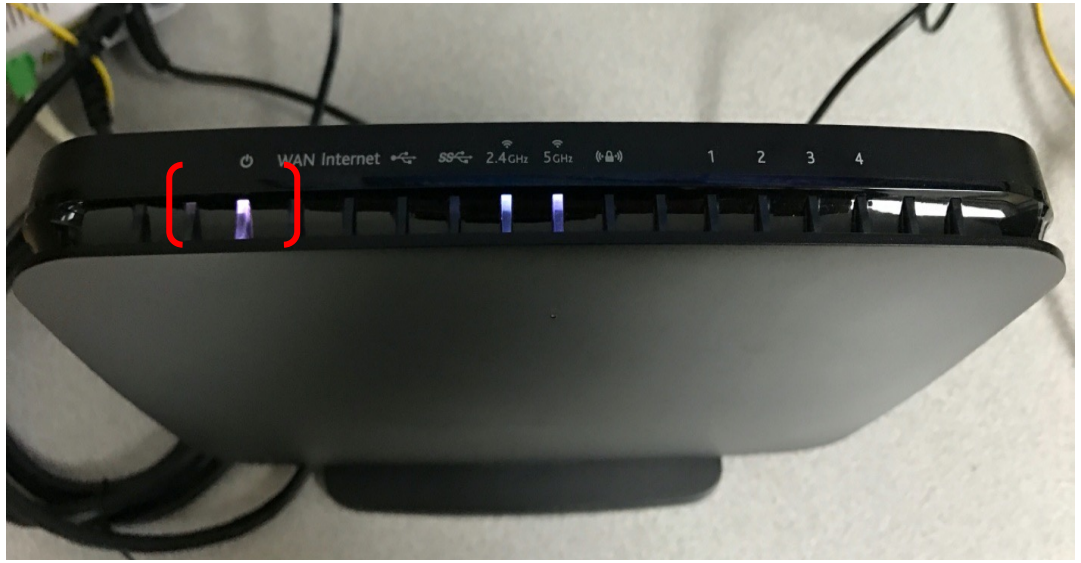
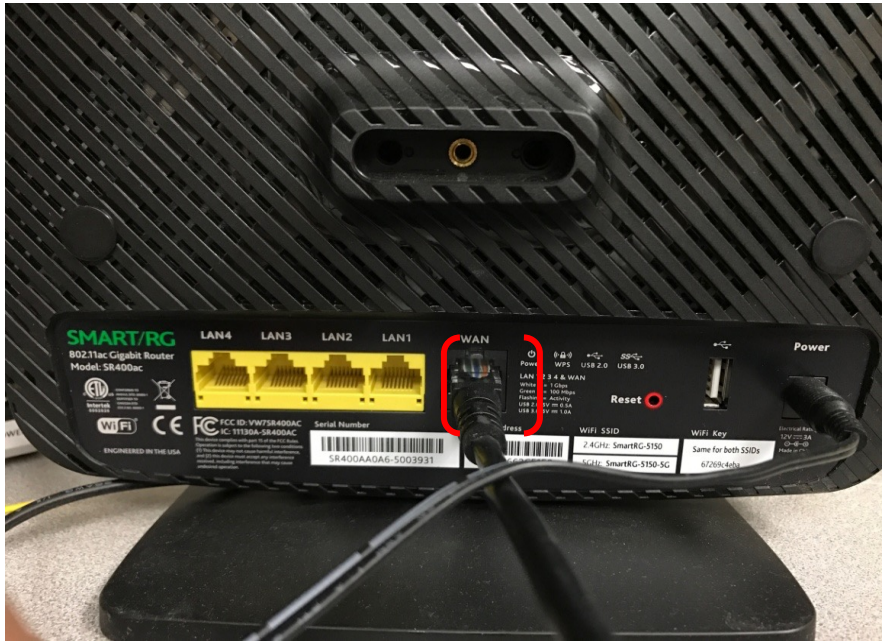


Figure 2

If WAN and/or Internet are not lit up



Make sure the Ethernet cable (CAT6) coming from the wall is plugged in the WAN port



Need additional help?

Please do not hesitate to gives us a call @ 413-485-1204 or email us at techsupport@whipcityfiber.com

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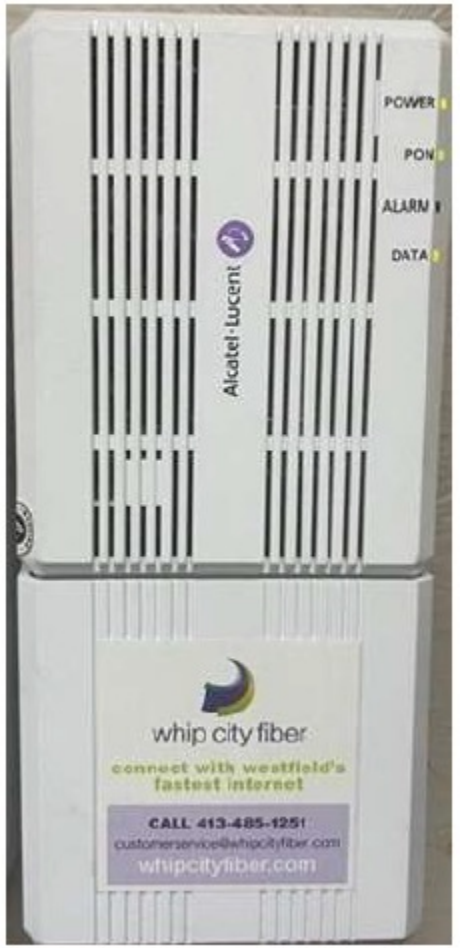
Is it the Connection?



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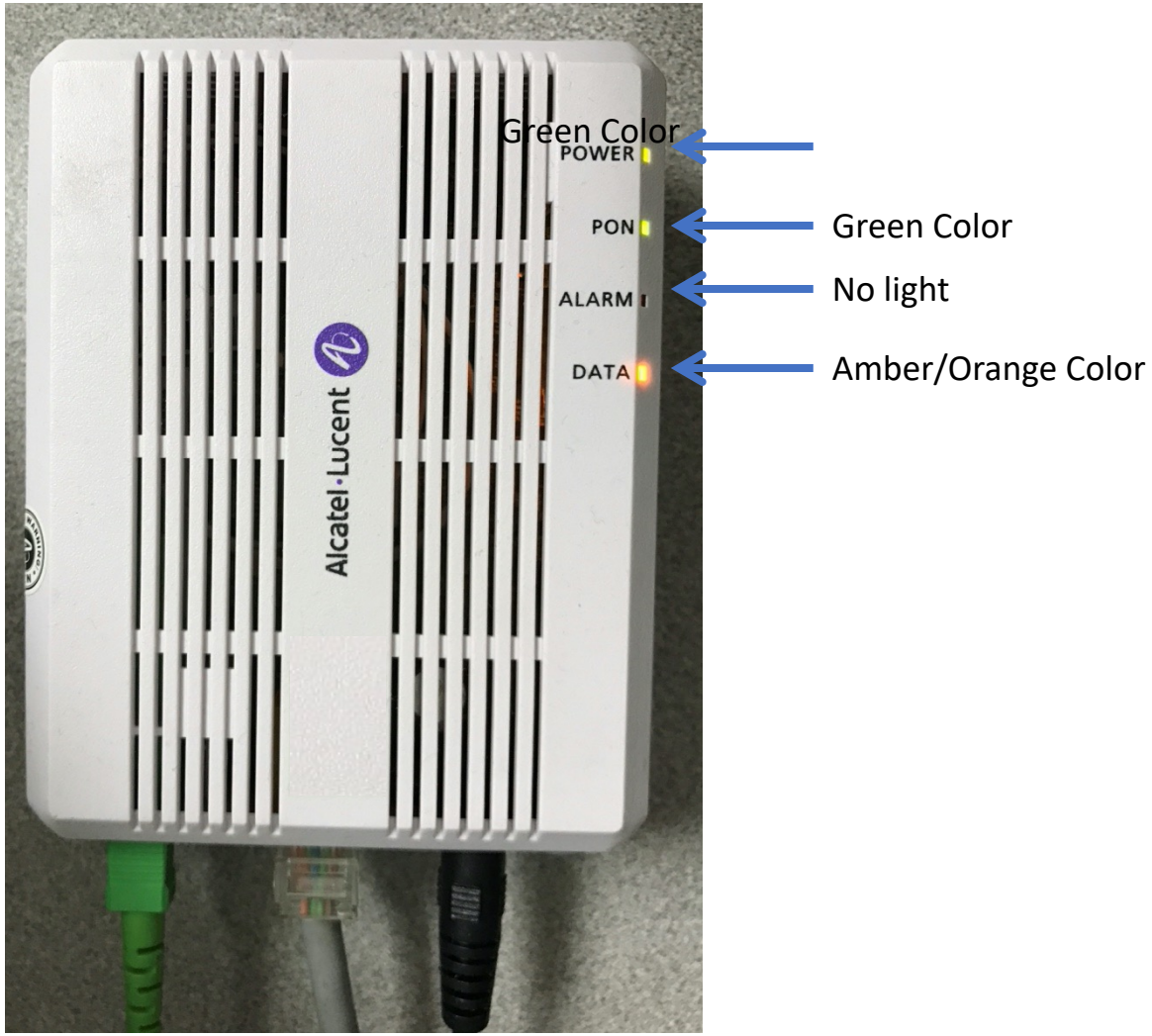
TROUBLESHOOTING ONT (MODEM)

What it should look like



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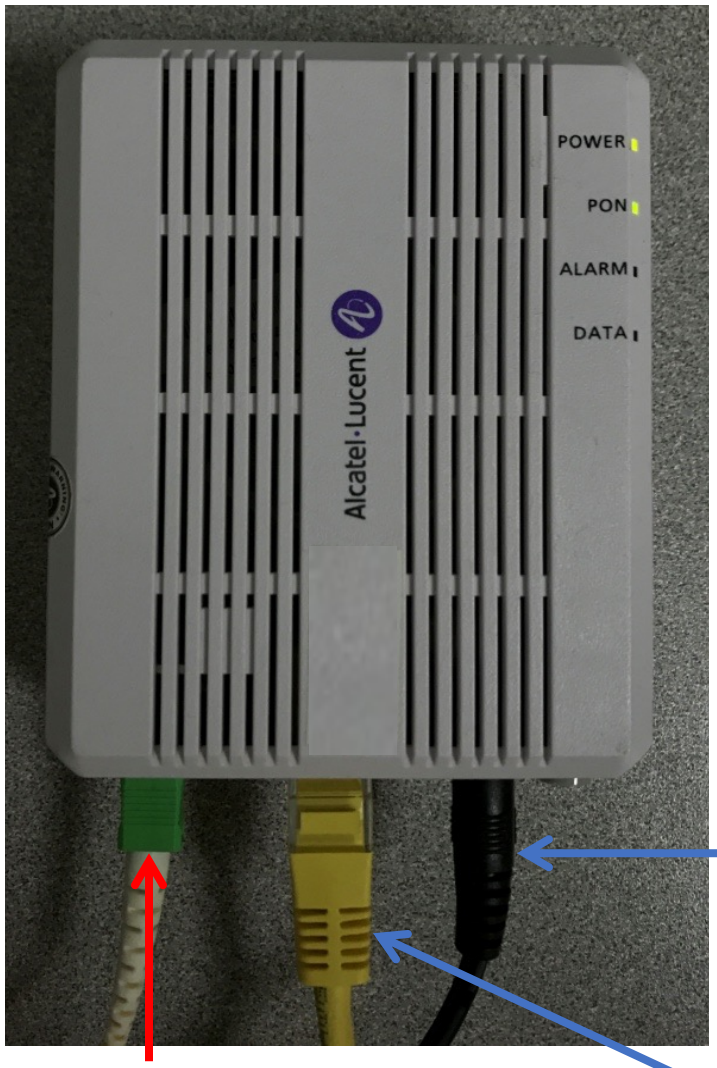
No Data Light



Power cord

Ethernet Cable

Fiber Optic Cable
Do Not Unplug!

- Make sure the Ethernet Cable is plugged in all the way
- Follow the Ethernet cable and check the other end

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IF ALL ELSE FAILS

1. Check your email several days prior for planned outage message
2. Call tech support at (413) 485-1204 (8AM – 8 PM 7 days a week)
3. Listen to the message for possible outage in your area. If we know when service will be restored, it will be on the message. No need to wait to talk to a technician
4. If you get a number disconnected message, call back as all lines are in use
5. **https://www.whipcityfiber.com/pages/help-center/**

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Troubleshooting Problems

Slow Internet

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INITIAL STEPS

1. Power Cycle Smart/RG Router
2. Test other devices (especially hardwired)
3. Test other services
4. Remove 3rd party extenders, boosters or mesh – reboot router
5. Call tech support at (413) 485-1204 (8AM – 8 PM 7 days a week)

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Troubleshooting Problems

Ooma Phone Problems

https://www.whipcityfiber.com/pages/help-center/