



# troubleshooting guide

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## Troubleshooting SmartRG Router

On top of the router, check to see what lights are on:

- The following should have a white light: Power, WAN, Internet, 2.4GHz, and 5GHz (Figure 1)

Figure 1



If 2.4GHz and 5GHz are not lit:

- Locate the WiFi button to the left side of the router (Figure 2)
- Press down the WiFi button and hold for 3 seconds
- Wait for the 2.4GHz and 5GHz to light up (Figure 3)

Figure 2



Figure 3



## Troubleshooting SmartRG Router

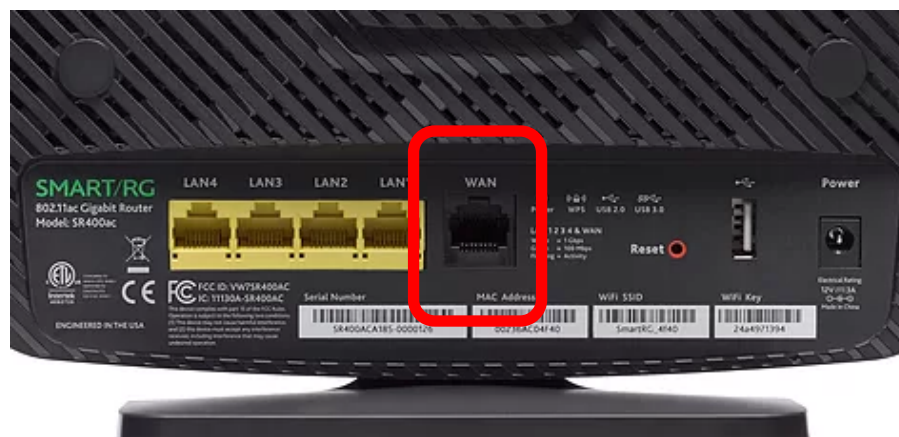
### If the WAN light and the internet light are both out:

- If both lights are out (Figure 4). Make sure the Ethernet cable (CAT6) coming from the wall is plugged in the WAN port (Figure 5)
- If the WAN light is out but the internet is on Make sure the Ethernet cable (CAT6) coming from the wall is plugged in the WAN port (Figure 5) and check the ONT (see next page)
- If the Internet light is Orange please call for assistance

Figure 4



Figure 5





## Diagnosing Issues with Optical Network Terminal (ONT)

Check to see what lights are on as follows:

- POWER – Should be a solid Green light
- PON – Should be a solid Green light
- ALARM – Should not be lit, if it's a Red light please call for assistance
- DATA – Should be a flickering Orange light



(The ONT should look like this if it is working properly)

- If the Power light is off, verify that it is plugged in
- If you have a GFCI outlet, press the reset button on the outlet

**We're here for you, contact us for additional assistance**

Please do not hesitate to give us a call at 413-485-1204 or  
email our Whip City Tech Team at [techsupport@whipcityfiber.com](mailto:techsupport@whipcityfiber.com)