

Understanding your router

101 Router Basics

Router Labels

When your internet goes out, it can be very frustrating.

Then trying to explain and work through tech support on the phone, it can be a very intimidating experience, when you don't quite know how to look for and/or describe the labels and lights on the router.

Some of the first things tech support may ask you are:

What is the make/model of your router?

What is the MAC address of your router?

What do the lights on the front look like?

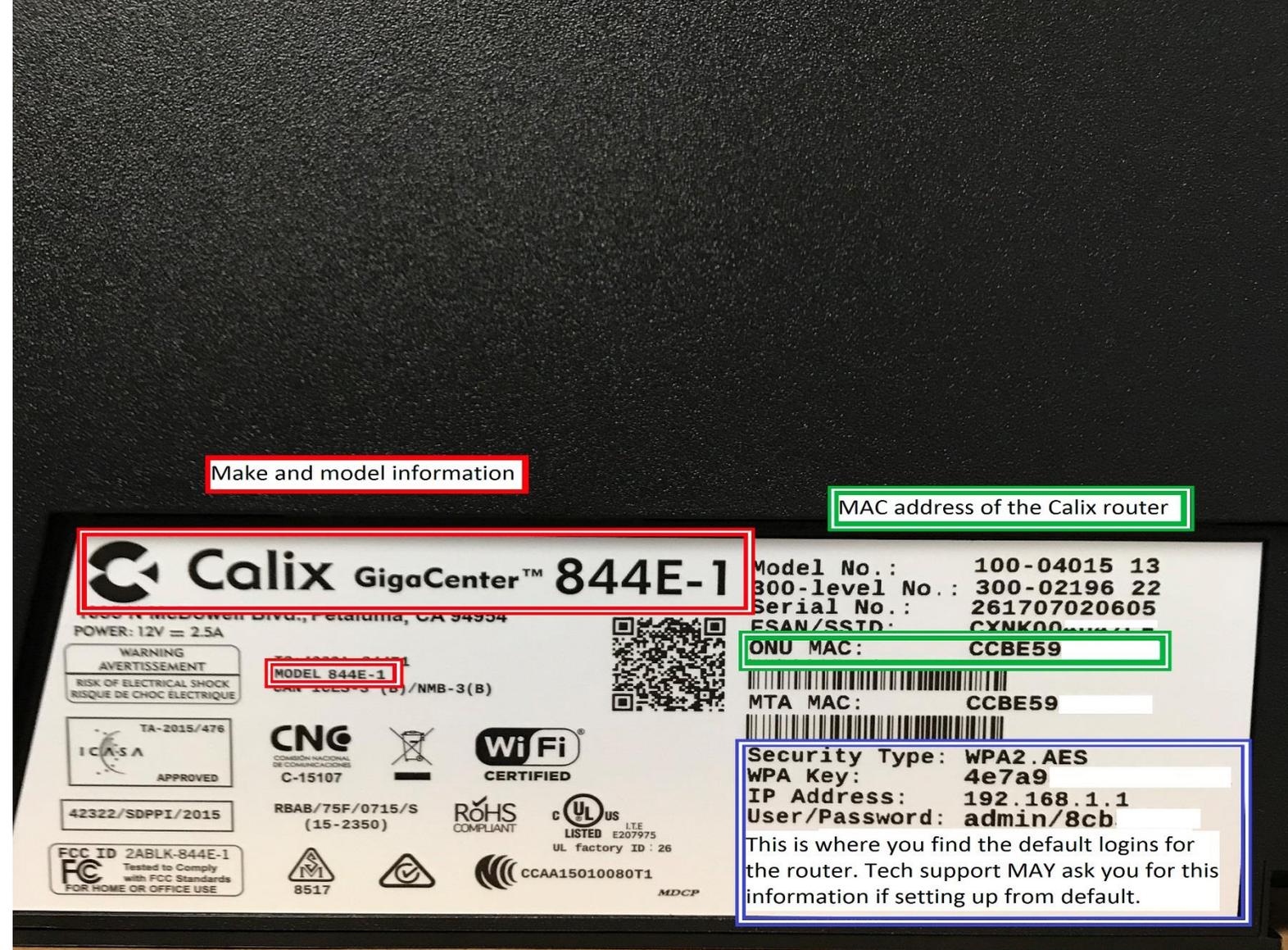
Is the Diode equipment plugged in securely to the WAN port?

Remember: The more exact information you provide, the better your tech support experience will be.

These tips should help you recognize most of the buttons, labels on most routers. Lets get started.....



Calix Routers



TrendNET Routers



Router ports

When looking at the back of a router, there are some key things to look for when identifying which port is what.

First your Diodecom Internet needs to get plugged into the router.

Usually there is a port that is marked "**Internet**" or "**WAN**" on the [back of the router](#).

The next cables you need may need to check are the cables physically ran to the device (TV, PC, Laptop,..etc).

These will be labeled "Ethernet" or "LAN" and are usually labeled 1-4.

If any of these cables gets unplugged out of the #1 – 4 ports and you can't remember which one goes into which number port, **DON'T WORRY!**

The 1-4 ports all do the same function for plugging the PC (or any hard wired device).



Dont worry about these ports, as they are not being used.

DON'T press this button. This will return the router to its "factory defaults" and it will cost a \$85.00 service call to set back up!

When working with tech support they may ask you to powercycle your router.

You can either press the power button off/on again and wait about 2-5 min for everything to sync back up. Or another option if you do not have a power button is to remove the power plug from the back of the router and count to 10 and plug it back in. This also will take about 2-5 min for everything to come back up.

Unplugging the power from the wall will work also.



What do the lights on the front look like?

On the [front of the router](#) where the lights are, it might be represented by an icon that may look like a globe, or it just may be labeled as “service”.

NOTE: The photo of the TrendNet router on the left has Internet (2nd Icon from bottom). Calix router on the right does not (“Service” 3rd Icon from top)



“Powercycling”/Rebooting your router

(Have you turned it off and back on again?)

- Sometimes the router will need to be rebooted or “powercycled”.

To the normal user this means, removing the power from the back of the router or unplugging it from the wall.

If there is a power button, you could use this also to turn it off and back on again.

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Note: the terms “Reset” and “Reboot” do not have the same meaning.

Out of frustration, you may be tempted to press the button that says “Reset”.

DO NOT PRESS THE “Reset” BUTTON!

This resets the router to its factory defaults and you could lose your wireless settings.

It will cost a \$85.00 service fee to set it back up.



This should help you find some of the core pieces of information to give to helpdesk.
Hopefully this tutorial can eliminate some of the stress of trying to work with a helpdesk representative.