

Troubleshooting Guide

1 POWER

- Is power connected to all devices?
- Is the Nokia power button switched to “On”?
- Are all cords plugged in (to be sure, you may want to disconnect and reconnect them)?
- Are power & service indicator lights on, including the blue light on the Nokia Gateway?

2 CONNECTION

- What kind of connection are you using, wired (connected to your Gateway with an ethernet cable) or through WiFi?
- If wired, how old is your ethernet cable? A Cat5e, Cat6 or Cat7 is recommended for optimum speeds.
- Are you signed into the wireless network? Try signing out and back in to be sure.

To test internet speed accurately at testspeed.trailblazerbroadband.com, always use a wired connection and close all other browser windows and programs on your device.

3 WIRELESS OPTIONS

- How far are you from the Nokia device?
- Is the speed faster when you are closer?
- Are you near something that may cause interference such as a microwave, appliances, baby monitors, walls and floors, etc.?
- You can optimize WiFi coverage and speed throughout your entire home by creating a mesh WiFi solution with additional strategically placed Beacons. Call Customer Support for more information: 970.577.3770

IMPORTANT: A wired connection will always be faster than a wireless connection.

4 HARDWARE

- Is more than one device slow? If not, it may be a device issue.
- How old is your device? If your device was made prior to 2016, your test may show significantly slower speeds, especially over wireless than your service is providing.

5 SOFTWARE

- Are you running the latest version of your:
 - Software?
 - Operating system?
 - Browser?
- Check your system for the latest updates if you don't receive them automatically. Refer to instructions for your specific device.
- Ensure all devices that you use are running the latest operating system and software.

6 USAGE

- How many applications and/or devices are you running simultaneously?
- Are others in the home using WiFi for streaming, gaming, etc.?
- You may want to consider adding a beacon to optimize WiFi coverage and speed if you are running many devices or programs at once.

Still Not Working?

Power down your Nokia Gateway and Beacons, wait 45 seconds to turn them back on. Close all programs and restart your devices.

Need More Help?
(970) 577-3770

If everything on the list seems okay, it's time to call the experts. **We're here to help.**