



WIRELESS TROUBLESHOOTING

Manual



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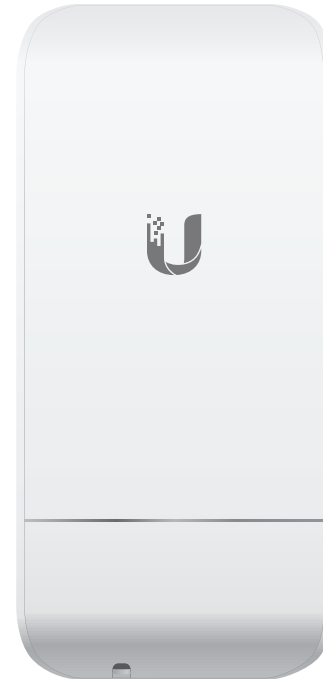
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Wireless Troubleshooting

Locate the wireless antenna that may be inside of the office or mounted on the building. On the back of the device you will see a pattern of lights which can be used to check the status of the connection. If the device is not easily accessible you can jump to the next step.

For optimum performance the Power, LAN, and 4 signal strength lights should be on.



						-94 dBm -80 dBm -73 dBm -65 dBm
⏻	LAN1					
						"All lights on" Powered, linked, and connected. Excellent signal.
						"Top light off" Powered, linked, and connected. Good signal.
						Powered, linked, and connected. Ok/mediocre signal. Update may be sluggish.
						Powered, linked, and connected. Low signal. Will not be able to communicate. Common causes: Strong wireless networks nearby; physical interference like large vehicles, trees/foliage; connecting through multiple walls; connecting over a distance > 1100 ft.
						No power. Therefore, no connection or Ethernet Link as well.
						Has power but no connection to either radio, sign or network/computer. Also no signal between radios.
						No connection to the network. Common Causes: Damaged/disconnected cable or port.
						Powered, linked. No signal between radios. (Most commonly seen issue)

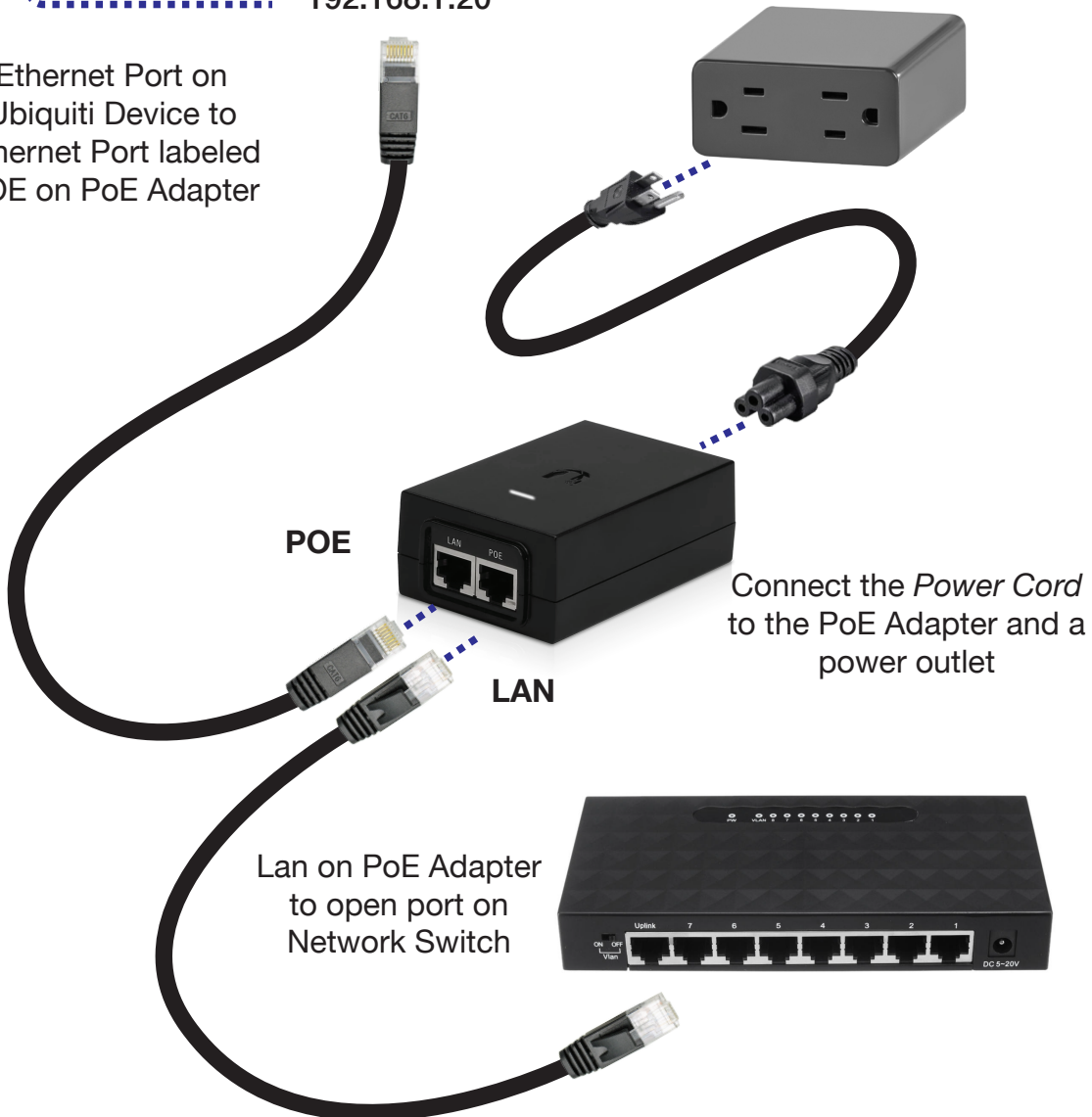
Typical Deployment

NanoStationLoco



Default IP Address
192.168.1.20

Ethernet Port on
Ubiquiti Device to
Ethernet Port labeled
POE on PoE Adapter



Connect the *Power Cord*
to the PoE Adapter and a
power outlet

Lan on PoE Adapter
to open port on
Network Switch

If you have determined that your antennas are from Ubiquiti, you will need to run the Ubiquiti Discovery Tool. Click [HERE](#) to download the tool. After downloading this zip file and extracting it, please run “ubnt-discovery-v2.5.1”. If it has a popup asking how to open this file it means your computer does not have Java installed. If this is the case, run JavaSetup8u231 to install java and then try running the discovery tool. When you run the tool you should see 0, 1, 2 or 3 antennas. If you do not see any antennas it means there is a communication issue between the main computer and the antenna. If you see 1 antenna it means the antenna is not talking to the outside antennas. If you see 2 then most likely everything is OK unless you are supposed to have 3 antennas.

