

## Storm-Season-Checklist

As we enter storm season, some trouble-shooting steps that you can take to get your services back up and running quickly.

### Check for Power to the Equipment

When service was installed, in many instances a small plywood board (18" x 24") was installed where our services were connected at your location. This holds a battery backup, a power strip, connections for the different services, and additional supporting equipment.

In those cases where you DIDN'T get the "distribution panel", we brought services to the interior of your location and mounted a battery backup to power your service-delivery equipment. (And also likely, a collection of network cables.)

Start by determining the location of this equipment.

Confirm there is power to the "board" by checking the LED on the powerstrip, you can cycle the switch or plug something new into an outlet to check.

\*Current Electrical Code requires a GFCI outlet which are easily tripped during storm season. A test and reset button are on the outlet.\* \*\*Test and reset to confirm it is working.\*\*

A CyberPower battery backup is installed on the board, depending on model, there may be 3 lights (Diagram A - A/C, Output, Battery) or 4 lights (Diagram B - Battery, Mute, DC, System Status).

"Normal" operating would be A/C and Output in "Green" for the 3-light version (Diagram A), and System Status in "Green" for the 4-light version (Diagram B).

"Red" Battery on either indicates the battery has failed and needs to be replaced. Removing the cover would let you feel if the battery is "more than warm" to the touch, another indication the battery has failed.

Disconnecting the battery leads MAY bring the service back online without the "interruption protection" provided by the battery. Marne Elk Horn should be contacted and we will replace the battery at no charge.

Once the power is restored and/or the battery disconnected, it will take 5-8 minutes for the equipment to self-test and reconnect to the network.



Diagram A - CyberPower Battery Backup 3 Light Version



Diagram B - CyberPower Battery Backup 4 Light Version



### Internet Service Issues

If your Internet isn't working, check for connectivity. It may be that the router will need to be power cycled (another 5-8 minute wait) and the router should re-connect.

### FiberTV Service Issues

If your Fiber TV service isn't working, there should be a small network switch on the board; confirm that the lights for power and connected ports are lit. If the switch is working, power cycling the set-top box connected to your TV(s) may be necessary.

### Contacting Customer Support or Tech Services

Marne Elk Horn is always willing to help and assist but these are the steps we perform and many times can get things reconnected quickly.

Should the above steps NOT get services restored, please contact support. While the equipment is built to be resilient, storm season can disable electronics requiring replacement.

### **Tech Support**

Get support 24 hours a day, 7 days a week, 365 days a year.

**Call 712-764-6161 or 712-784-2211**

If calling outside of business hours, press 1 when prompted to speak to a live support person.