

Troubleshooting|Cradlepoint MBR95+USB Modem

PROBLEM: Unable to connect to the wireless network.

SOLUTIONS:

1. Check that the Wireless Broadcast light is on.
If OFF: Check that the wireless broadcast switch is set to ON position (solid line).
2. Your wireless network connection manager may require you to first manually create/add a network profile. When adding a network profile, use the network name (SSID) and password located on the label on top of your router.
3. If using an Apple computer running the latest Yosemite (OSX 10.10) it is not uncommon for it to take several minutes for the wireless network (SSID) to show up in the list of available networks.

PROBLEM: Connected to the router but no internet connection.

SOLUTIONS:

Cable/DSL/Satellite Internet Service

1. Check that the WAN light is ON (little computer icon).
If OFF: Check that the connection is secure and all the way in.
Contact the internet provider supplying the connection to confirm it's active.
If ON: Check the Cradlepoint Admin panel for an IP Conflict (See Document: Cradlepoint IP Conflict)

3G/4G USB Modem Internet Service

1. Check that the WAN light is ON (USB icon).
If OFF:
 1. Power cycle/reboot the Cradlepoint.
 2. If that doesn't work, try using the USB modem in the computer to ensure it is a working unit.
 3. Perform a Factory Reset of the Cradlepoint.
- If ON:**
 1. Try an alternate USB modem (AT&T or Verizon).
 2. Call 4G4RENT for additional troubleshooting assistance.

*If non of the above resolve your issue, please attempt a Factory Reset of the device by holding the "Reset" button down for 10 seconds, before calling 4G4RENT.

