

Troubleshooting

Cradlepoint ARC MBR1400

Problem: Unable to connect to the wireless network.

Solutions:

1. Check that the Wireless Broadcast light is on.
If OFF: Try restarting the router or call 702.220.8888 for assistance.
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. Check that your device supports the Wireless Broadcast frequency.

Wireless Broadcast Light Cheat Sheet:

BLUE LED = 5 GHz

GREEN LED = 2.4 GHz

If you require a frequency different than the one the device is configured for please call 702.220.8888 for assistance in changing this setting.

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 DataPoint for additional troubleshooting assistance.



Wireless Broadcast Light



Factory Reset
Press & Hold

**If none 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 DataPoint.*



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