

# Troubleshooting

## Cradlepoint MBR95

**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.

**Problem:** Connected to the router but no internet connection.

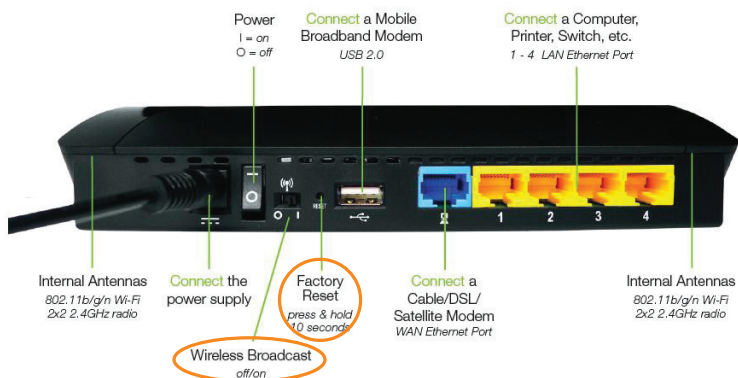
**Solutions:**

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.



*\*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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