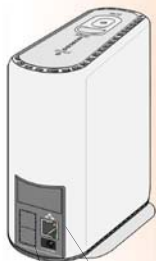
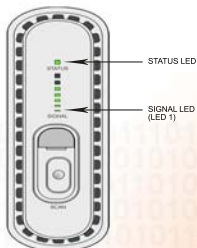




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WiMAX BreezeMAX Si Trouble-shooting Guide



Problem and Indication	Possible Cause	Corrective Action
Power Failure: None of the LEDs illuminate after connecting to power	Mains power problem	Verify mains power availability on the power outlet to which the power supply is connected. Try using a different outlet.
	Mains power connection problem	Verify that the AC jack of the power cord is connected properly to the power supply.
	DC power connection problem	Verify that the AC plug of the power cable is connected properly to the mains power outlet.
	Unit failure	Verify that the DC plug is connected properly to the power jack of the Si CPE.
After power-up, STATUS LED does not illuminate, at least one of the SIGNAL LEDs illuminate	STATUS LED failure	Contact the supplier.
	Unit failure	Try completing the installation process. If the installation process fails, contact the supplier.
STATUS LED is orange, NONE of the SIGNAL LEDs illuminate	Configuration problem	Verify proper frequency configuration
	Poor link quality	Verify that the correct antenna is selected. If an internal antenna is used, verify that the selected antenna is directed towards the Base Station and that all installation guidelines are followed (no interfering objects, proper distance from electrical equipment and metal objects, etc.) Try changing the location of the unit. Try using a detached antenna. Verify that the antenna selected is external antenna. Verify proper antenna installation and cable connection.
STATUS LED is orange, at least one of the SIGNAL LEDs illuminate	Configuration problem	Verify proper configuration of Base Station ID parameters.
	Service denial problem	Verify that service to the CPE is not denied by Base Station due to either a loop problem or a duplicate Common Name.
	Service provisioning problem	Verify that a service is provisioned to the CPE's MAC Address.
SIGNAL LED 1 is blinking (STATUS LED is either green or orange)	Poor link quality	Try improving the link budget by turning or changing the location of the CPE. If still not solved, try installing an external antenna.
No service	Ethernet connection problem	Verify proper connection of the Ethernet cable between the PC and the CPE: If the Ethernet Integrity green LED is not illuminating, verify proper connection of the cable. Verify that a straight cable connection is used between the PC and CPE. If the problem persists try replacing the cable.
		If a hub or switch is installed between the PC and the CPE, verify first the Ethernet connection integrity between the hub/switch and the PC by checking the Ethernet LEDs at the hub/switch and at the PC's NIC card. If not ok, try replacing the cable.
		Verify the connection between the CPE and the hub/switch by checking Ethernet LEDs at both sides. Verify that a crossed cable is connected between the CPE and the hub/switch. If the problem persists, try replacing the cable.