TSB-Comms-Troubleshooting
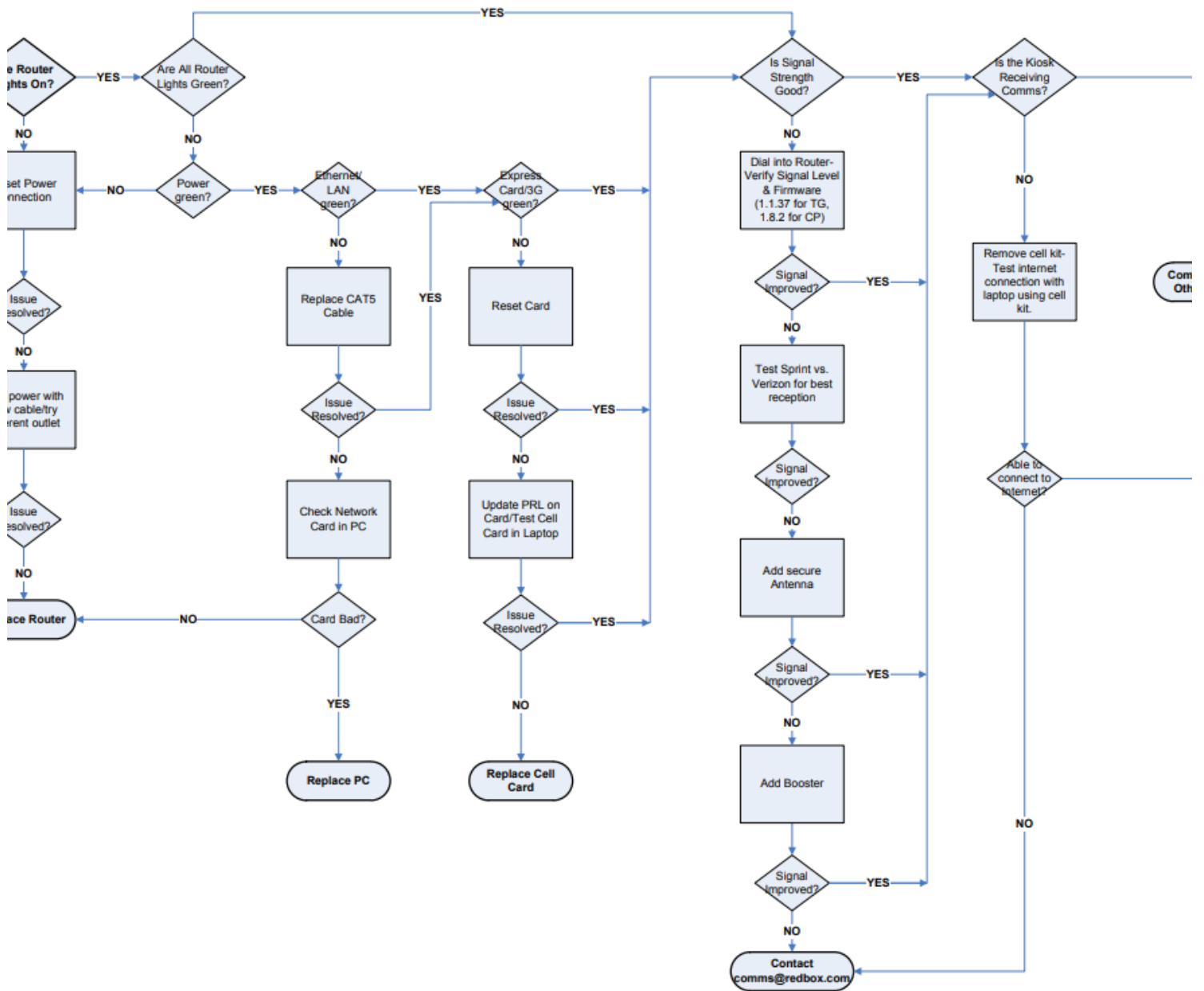
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Best Practice Engineer

<u>Before Starting:</u>

- Check all connections (cell card to antenna, router to PC, router to power).
- Check that the cell card is firmly inserted.
- Check antenna cord/connections for damage.
- Power cycle router.
- Check that the kiosk has power.
- Verify the IP Address on Kiosk.

Reference TSBs for Technical Instructions

Common Drive:\TSBs

Flowchart (troubleshooting diagram):

- **e Router Lights On?** → YES → **Are All Router Lights Green?**
  - NO → **set Power connection** ← NO ← **Power green?**
  - **Are All Router Lights Green?** → YES (top path) → **Is Signal Strength Good?**
  - **Are All Router Lights Green?** → NO → **Power green?**

- **Power green?** → YES → **Ethernet/LAN green?**
  - **Ethernet/LAN green?** → YES → **Express Card/3G green?**
  - **Ethernet/LAN green?** → NO → **Replace CAT5 Cable**
    - → **Issue Resolved?** → YES (back up)
    - → NO → **Check Network Card in PC** → **Card Bad?**
      - NO → **Replace Router**
      - YES → **Replace PC**

- **Express Card/3G green?** → YES → (to Is Signal Strength Good?)
  - NO → **Reset Card**
    - → **Issue Resolved?** → YES
    - → NO → **Update PRL on Card/Test Cell Card in Laptop**
      - → **Issue Resolved?** → YES
      - → NO → **Replace Cell Card**

- **set Power connection** → **Issue Resolved?**
  - NO → **power with w cable/try erent outlet** → **Issue Resolved?**
    - NO → **Replace Router**

- **Is Signal Strength Good?** → YES → **Is the Kiosk Receiving Comms?**
  - NO → **Dial into Router- Verify Signal Level & Firmware (1.1.37 for TG, 1.8.2 for CP)**
    - → **Signal Improved?** → YES
    - → NO → **Test Sprint vs. Verizon for best reception**
      - → **Signal Improved?** → NO → **Add secure Antenna**
        - → **Signal Improved?** → YES
        - → NO → **Add Booster**
          - → **Signal Improved?** → YES
          - → NO → **Contact comms@redbox.com**

- **Is the Kiosk Receiving Comms?** → NO → **Remove cell kit- Test internet connection with laptop using cell kit.**
  - → **Able to connect to Internet?** → NO → **Contact comms@redbox.com**
  - **Is the Kiosk Receiving Comms?** (right) → **Com Oth**

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