



## INTERNET TROUBLESHOOTING

**If not able to connect to the internet:  
DO NOT PRESS THE RESET BUTTON!**

CTS Router: If the reset button has been pressed and we need to send a technician to site to re-program the CTS router, a labor charge of \$105.00 will be applied to the next invoice.

- 1) Power cycle CTS router – unplug the CTS router, then plug it back in
- 2) Verify if all wireless devices are unable to connect
- 3) Can any device be directly hardwired into the CTS router to verify connection?
- 4) If internet service is still down for all devices – call CTS at 269-746-4411 to have a trouble ticket opened

All installed equipment is the property of CTS Telecom, Inc. If you move, do not remove the CTS Telecom, Inc equipment from the premise.