



# WELCOME GUIDE & SETUP INSTRUCTIONS

## Before Plugging In Your Modem

Before plugging in your device visit [sardistel.com/activate](http://sardistel.com/activate) and submit an activation request using the SSID. The SSID is located on the back of your modem. You'll find a sticker that lists the SSID and will look like "SardisTel XXXX". This can even be done on a smart phone! Once your device is activated, please continue with the next steps.



## Your Modem

Your modem is the device that sends and receives the SardisTel signal from our towers. It's all wireless!

### 1. Connecting The Modem's Antennas

Your modem has two antennas that can be easily screwed into the back.



### Modems With Blue Dots

Note that our newer generation of modems **do not** have antenna. If your modem is marked with a blue dot, then you will not need to attach any antenna!



### 2. Connecting The Modem's Power Supply

Locate the modem power cord labeled "Modem Power Cord" and simply plug it into the black port labeled "power" on the bottom of the modem.



### 3. Find A Nice Spot For Your Device

After plugging in your device to an electrical outlet, you can enable the best possible signal by placing the modem near a window, preferably on the top floor of your home or business and on whatever side has fewer obstacles such as trees outside of the window.

# SIGNAL-TO-NOISE RATIO

## Troubleshooting

### What is a Signal-To-Noise (SNR) Issue?

Signal-to-noise ratio (abbreviated SNR) is a measure used in science and engineering that compares the level of a desired signal to the level of background noise. SNR is defined as the ratio of signal power to the noise power, often expressed in decibels.

An SNR issue can be caused when there is some type of radio interference, or metal/metallic object nearby your equipment that causes your internet connection to have low speeds, high ping, or both.

SNR issues will significantly reduce the throughput of the modem and make it very unstable. There are many ways to detect SNR, and to overcome SNR issues if you find yourself having one.

1 Out Of 20

New activations/installations will suffer from extremely low speeds while still maintaining a strong signal. Those speeds can vary between 1-3Mbps and are typically accompanied by a higher than average ping (100+ms). Sometimes the speeds and ping can fluctuate drastically.



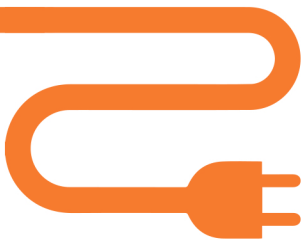
The first step is to move the modem to other locations and test the performance there. A low signal level with no SNR will outperform full signal and high SNR any day. So, the goal is to find a location with the best working signal, not the highest level of signal bars.

### Can't Find a Working Location Inside the Building?

If you are unable to find a location inside your home or business that works well, we would ask you perform this next test, even if it may sound somewhat crazy.

If you can get a 50 or 100ft extension cord, take the modem as far away from the house as possible, and then do a speedtest. If your speeds immediately jump to the correct level, we have confirmed there is a SNR issue in the house that must be found and corrected. An external antenna might be needed to overcome the issue.

Once you have run this test, contact our support desk (Please do this using the ticket system at [my.sardistel.com](https://my.sardistel.com) and not through the phone) and include your speedtest results, pictures, and any steps you have taken to attempt to resolve the issue. The more information you provide, the faster we can help find a solution.



# SPEED OR CONNECTION ISSUES

## Troubleshooting

Your SardisTel Wireless Internet service should work out of the box. However, in some situations there may be outside circumstances that can alter the quality of your wireless connection and cause issues.

As explained in the **Setup Guide**, we covered the importance of ensuring you have a good location for your modem, and the importance of testing the modem in multiple locations within your home or office. Also, we discussed SNR issues that you may have in the **Signal-To-Noise Ratio Troubleshooting Guide**.

*If you are still having connection, signal, or speed issues, please follow the following steps so that our Customer Service Department can more easily assist you and help resolve your issues.*

---

### Document Your Testing & Results

1

Please take pictures of where you have tried the modem, and include the front of the modem and its status lights. You should have **At Least 3** different locations tested inside, and **At Least 2** locations tested outside. Along with the photos, please have screenshots of any speedtests completed at [speedtest.net](https://www.speedtest.net) for each of the locations. Please have all speedtests tested against a SardisTel or Fuzion USA speedtest server, so that we can pull any pertaining logs and further diagnostic information.

2

### Contacting Support

Open a "Network Speed Issues" support ticket on our website at [sardistel.com/speed-issues](https://sardistel.com/speed-issues). On this page, you will run the automated test by clicking "Start" and then filling out the form and clicking "Submit".

3

### Update Your Support Request

You will need to update the support request with the information you gathered in **Step 1**. Visit [my.sardistel.com](https://my.sardistel.com), select "My Account", then "Support Tickets", and then click on the ticket that the system created for you when your Network Speed Issues form was submitted in **Step 2**. Here you will need to reply to the ticket with the photos/screenshots and any other valuable information you may have collected. Once this is done, our network operations and customer service department will look over the information and contact you with how we will work to resolve your issue.

We have a **90% Success Rate** in fixing our customers' problematic connections, however it may take a little time. Please be understanding and work with us, so that everyone can be happy!