



Trouble Shooting Guide

CONNECTING TO THE IN-CAR ROUTER

- The solid blue light on top of the In-Car Router indicates the Internet connection is currently connected. If there are no Wi-Fi users currently connected to the In-Car Router the connection will be dropped and the blue light will start blinking to indicate that it is in idle mode. When a Wi-Fi user attempts to connect to the Internet, the In-Car Router will automatically set up the connection and the blue light will go solid when the Internet connection is ready.
- Flashing blue light on top of the In-Car Router indicates the unit is attempting to connect to the Internet. If the blue light doesn't stop flashing after 3 minutes, try the following steps:
 1. Ensure the antennas on the In-Car Router are screwed on tightly.
 2. Position the In-Car Router in a different location.
 3. Reboot the In-Car Router by turning your car ignition off and then back on again.
(While parked in a safe location).
 4. If the blue light continues to flash, it is likely that you are in an area that has no coverage.
- If you receive the "limited or no connectivity" status after connecting wirelessly to the In-Car Router:
 1. Click the Disconnect button.
 2. Click the Connect button to reconnect.
- If the In-Car Router does not appear in the list of wireless networks window, try the following steps:
 1. Refresh your available wireless networks window.
 2. Disable and then enable your wireless interface
 3. If the In-Car Router still does not appear in this list, consult the configuration instructions provided by your Wi-Fi device manufacturer, or call the Autonet Mobile Customer Service Center.
- If you are experiencing issues connecting to the Internet, check to make sure your browser is NOT configured to use a proxy server.
- If the Internet connection seems slow or intermittent then it is likely that you are in an area that does not have the high speed 3G coverage. Autonet Mobile automatically optimizes your connection speed based on the maximum potential speed of the underlying cellular data network. These speeds will vary as you move between different networks.

For further assistance, please call the Autonet Mobile Customer Service Center at 1-800-977-2107

See reverse side for Quickstart Guide