



## Contact

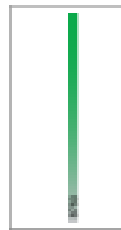
**24/7 Technical Support: (812) 358-4458 Ext. 2**

**Email: [info@jacksonremc.com](mailto:info@jacksonremc.com)**

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## Light Status

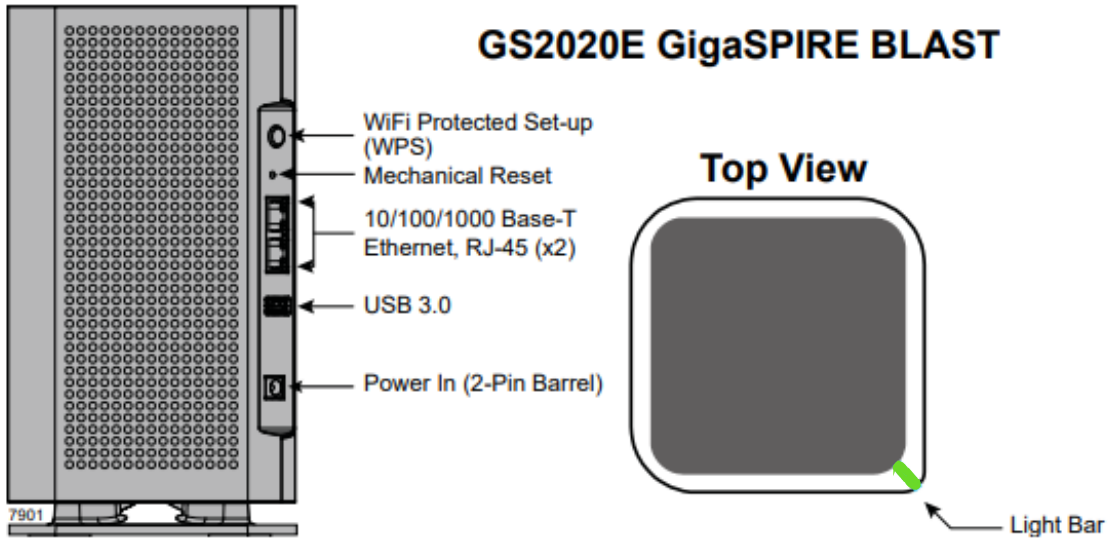
A top solid green light means that you have internet



### Description of each light on router:

WPS Status			
Power-up Status	Function	LED Appearance	LED Status
Unit booting up	Unit is in the process of booting up or service/software is currently being upgraded. LEDs flash every second assuming software can control the LEDs. Note: If the unit is connected via WIRED backhaul, ignore pairing and signal strength behavior and proceed to step 6 below.	Alternating on/off at 1000 m/sec per cycle	
Boot-up Failure	Unit boot-up failed (assume failure occurs after software has taken control of the LEDs)	Alternating on/off at 800 m/sec per cycle	
WPS Pressed, Pairing Attempt Started	WPS is enabled upon pressing the WPS a single time. The GS4227/GS4227W will stay in pairing mode for 120 seconds. During this time, other Wi-Fi capable devices can be paired to the device Gateway Wi-Fi radios (5.0 GHz band) by initializing a similar WPS function on the other units mesh satellite thereby creating an association with the Gateway SSID and the mesh satellite. When the Gateway and the mesh satellite are successfully paired, they will have the same primary SSID (2.4 and 5.0 GHz). WPS LED behavior takes priority even if Alexa is used during the pairing period.	LED bar begins flashing at 500 m/sec intervals and continues for 120 seconds.	
Gateway Not Found	If no device is found after the initial 120 second time-out, the WPS/Strength LED bar shifts from the blinking green to solid red.	LED bar remains red for another 60 seconds, then reverts to the "No Internet failure status.	

## Port Description



## Reboot Router

### Reboot your GigaSpire Router *AND* GigaPoint Modem

If you are having trouble, you may need to reboot your GigaSpire router and GigaPoint modem. If there are any questions, call our 24/7 Technical Support 812-358-4458 Ext. 2

### Reboot

- Unplug the power cord from the GigaSpire router and Gigapoint modem. then re-apply power to the modem only. Wait up to two minutes for the modem to fully boot.
- Then re-apply power to the router. Wait up to two minutes for the router to fully boot

Pictured right is operational status of the GigaPoint Modem

