



LTE CPE Antenna Reset – POE Reboot Process

In most cases, a performance issue can be resolved in minutes with a simple reset of your LTE Antenna. To reset the LTE Antenna, perform the following tasks.

Tasks:

- Locate the outlet the LTE Antenna is plugged into in your home. In most cases, this will be near where your router is plugged in as well.
- Locate the power brick which looks a “little black box” this is also referred to as the “**POE device.**” *Shown in Figure 1:*
- Unplug the POE device from the outlet, wait 3 minutes, then plug it back in.
- Wait 10 minutes for the modem to complete the power up process and reestablish the LTE connection. Service should be restored!
- If service is not fully restored or a performance issue still exist, please call the Data Stream support center at **877 303-8956**

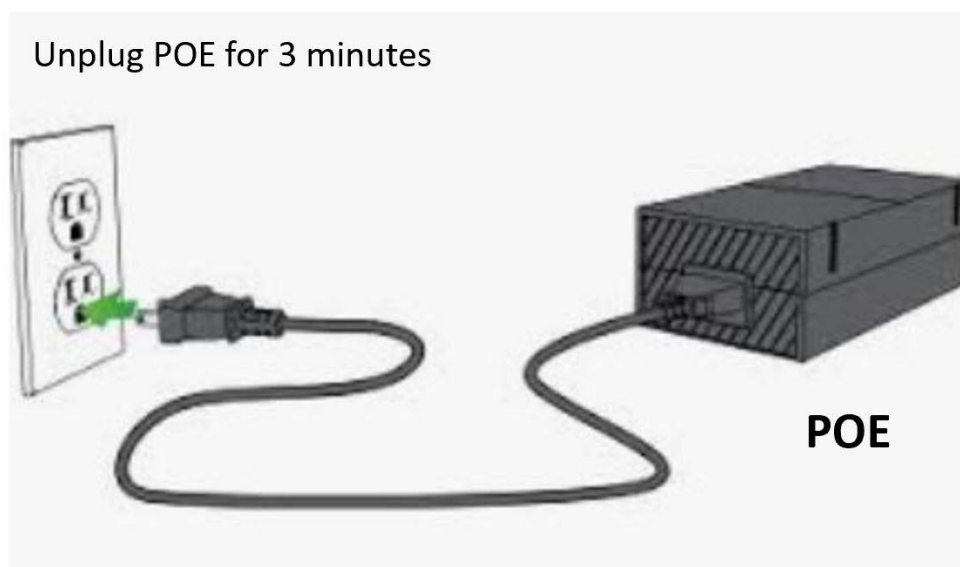


Figure 1: POE Reboot Process