



Troubleshooting Guide

Here are a few tips on how to trouble shoot common problems with your Net2Vu PoD.

PLEASE NOTE:

When you purchase your box, always connect the Ethernet cable first, then the HDMI/RCA cable (depending on the type of television you have) and connect the power cable.



PROBLEM: POD LIGHT IS RED

WHY: The way you have it set up may be configured wrong.

SOLUTION:

1. Check that you have the Ethernet cable secured at both Net2Vu PoD and the Internet modem.
2. Check your modem or router to make sure the PoD is receiving Internet.
3. If you are using the PoD wirelessly (which we don't recommend) make sure the PoD has the wireless dongle inserted and is receiving wireless from your router or wireless modem.
4. Last step would be to go to settings, Select ok on Network, Ok on Network wizard, and Ok on Wired or Wireless depending on how you have your configuration. The PoD should now connect to your Home network then the Internet and then to our Server. The light should turn green once connected.



PROBLEM: POD IS BUFFERING

WHY: The PoD will reload or buffer if it is not receiving the required bandwidth, when you see this happening it means your Internet speed has dropped below 1Mbps.

SOLUTION: There are a few routine things you can check to eliminate this problem

1. Check that your line connection going from the modem to the telephone wall jack is connected correctly.
2. Remove the filter and connect line direct to the wall jack as your filter could be faulty as some customers have recently discovered.
3. Make sure your wiring is in good condition as faulty wiring leads to poor quality and noise on the line. I would suggest that you get our technician or have your technician run an Ethernet (cat-6) cable from the box on the outside to the area where the modem is stationed and have a clean line coming in to give you Internet.
4. Try rebooting the Internet modem this usually helps.
5. Do a speed test on your PC, which would tell you the present speed at the time of issue. You would have to contact your Internet Provider to have them assist you once your speed does not go back to what you have applied for.



PROBLEM: UNABLE TO ADD NEW TITLE/ UNABLE TO RECONISE MEDIA FORMAT

SOLUTION: Go to settings, look for factory defaults, and do a full restore. This resets the box to like factory default and clears all the cache that was accumulated. If that does not help contact net2vu tech support for assistance.

Figure 1. Example of a Net2Vu PoD Setup

