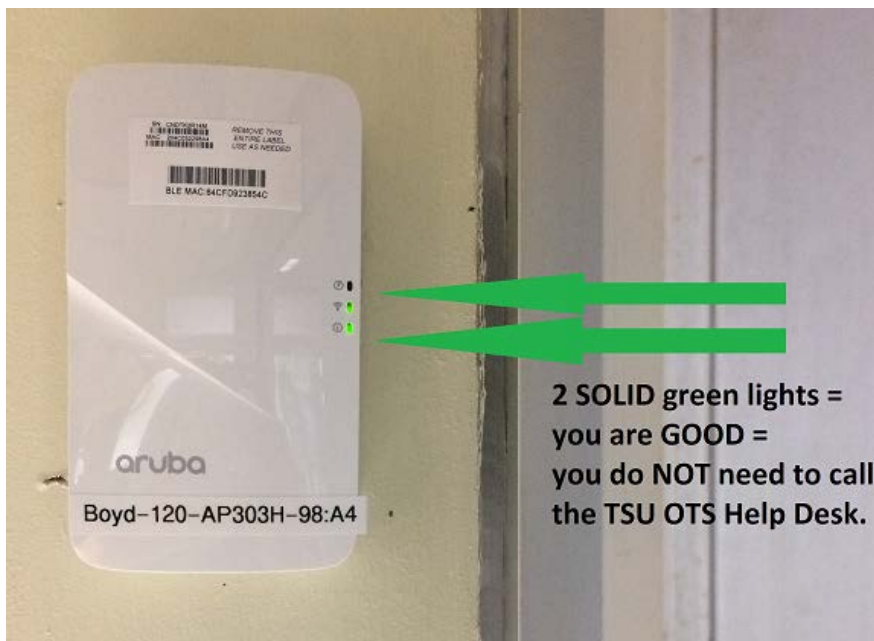


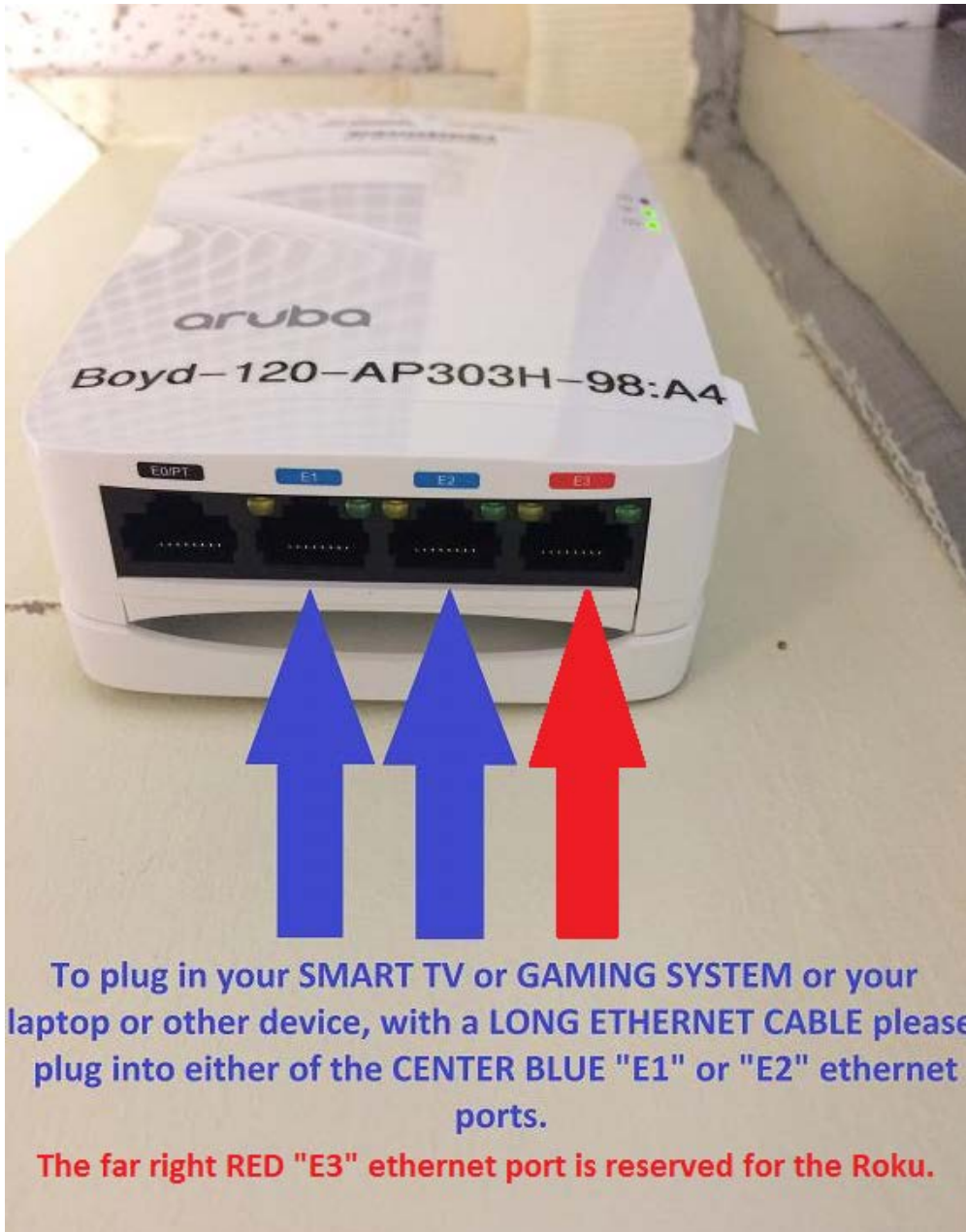
Wi-Fi AP Connections and Troubleshooting

1. If you have a ceiling Wi-Fi AP but it has **NO LIGHTS** (it is dark), **please call the TSU OTS Help Desk (615) 963-7777** and tell them your room number and what you are seeing (NO LIGHTS), please.
2. If you have a ceiling Wi-Fi AP that has a **SOLID RED LIGHT**, or **BLINKING RED LIGHT** or **BLINKING GREEN LIGHTS**, **please call the TSU OTS Help Desk (615) 963-7777** and tell them your room number and what you are seeing (SOLID RED LIGHT, or BLINKING RED LIGHT or BLINKING GREEN LIGHTS), please.
3. If you have a ceiling Wi-Fi AP and the **TWO BOTTOM LIGHTS** are **SOLID GREEN** = **you are GOOD**, you do NOT need to call the TSU OTS Help Desk.

You may need a step ladder to see the bottom two lights on your bedroom's Wi-Fi Access Point (AP).



4. If you have a Smart TV or Gaming System or laptop with a built-in Ethernet port, or with a USB to Ethernet adapter, they will run much faster and more reliable if you plug in that device with an Ethernet cables into the Wi-Fi AP's center BLUE two (2) ports labeled "E1" or "E2" on the Wi-Fi AP at the ceiling. (The far right RED "E3" Ethernet port is reserved for the Roku streaming device.)



5. PLEASE BE GENTLE. Do not pull too hard on your Ethernet cables that are plugged into your room's Wi-Fi AP blue "E1" or "E2" ports near the ceiling. You might accidentally pull the Wi-Fi AP off the wall causing Wi-Fi issues or worse no Internet.
6. Please call the TSU OTS Help Desk (615) 963-7777 if you have any problems.

