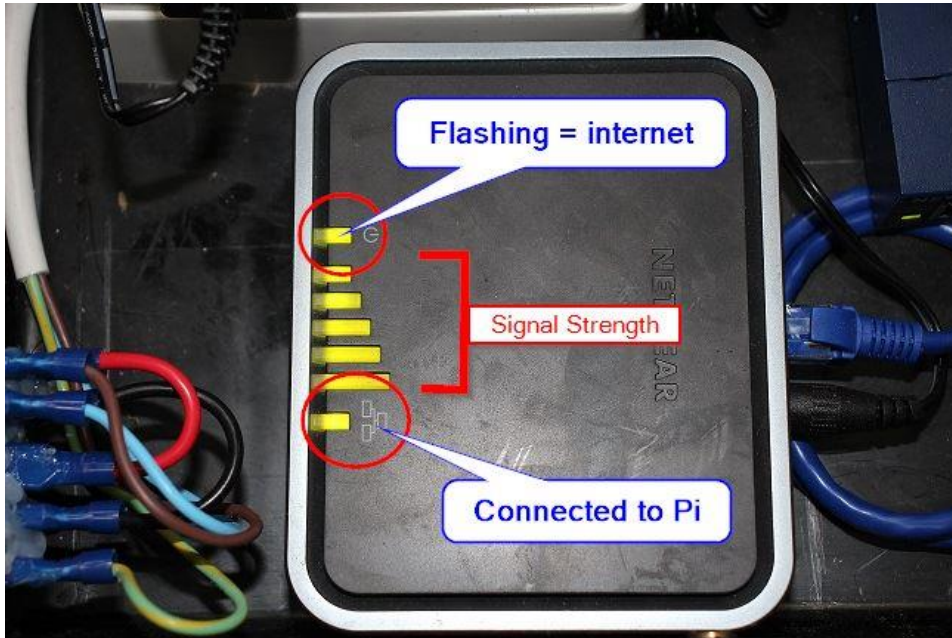I am hoping you can assist me to get your gateway up on air again. Normally it is an easy thing, but I will provide some screen shots to assist.

First thing we need to check is that the unit is operational and has power. We have a battery backup on a UPS but it probably only runs for 18 hrs before giving out. There is a simple sequence of checks:


1.   Is there power?

If the modem is running, there is power. The diagram shows what it normally looks like:

- Normally the lights are on, or at least some of them. No lights = no power.
- The power light normally blinks. Blinking means that the internet is connected correctly. Sometimes it can be NOT blinking and still connected but this is not a 'normal' state. If it is NOT blinking, the modem should be restarted as per below.
- The signal strength at your shed can be just 2 bare sometimes. This is ok.

2.   Restarting the Modem

This is very easy – our software can usually do an auto-restart but there are some circumstances where your Cel-Fi GO does not issue an IP address reset. In that case, you can do a manual modem power reset as follows:
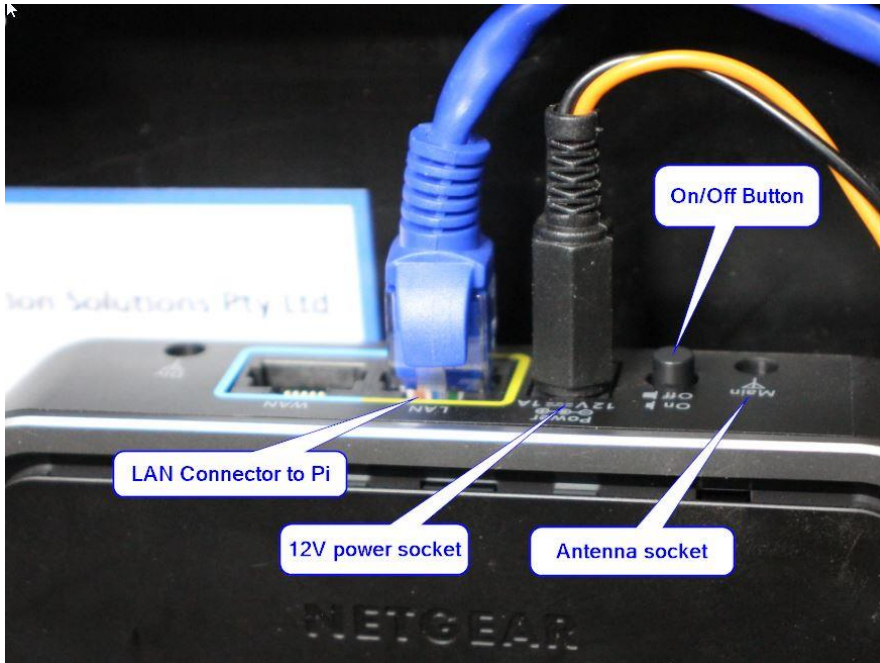
3.   Restarting the Pi Computer

When we have internet but there is no data flowing, there can be issues inside our software. Is so, we can retrieve log files to investigate. Mostly, the auto-restart mechanisms work fine but we will not have trapped every variation so there are software enhancements to make. If I ask you to reboot the application, it means I am asking you to turn off the only the 5V supply. The following diagram shows where:
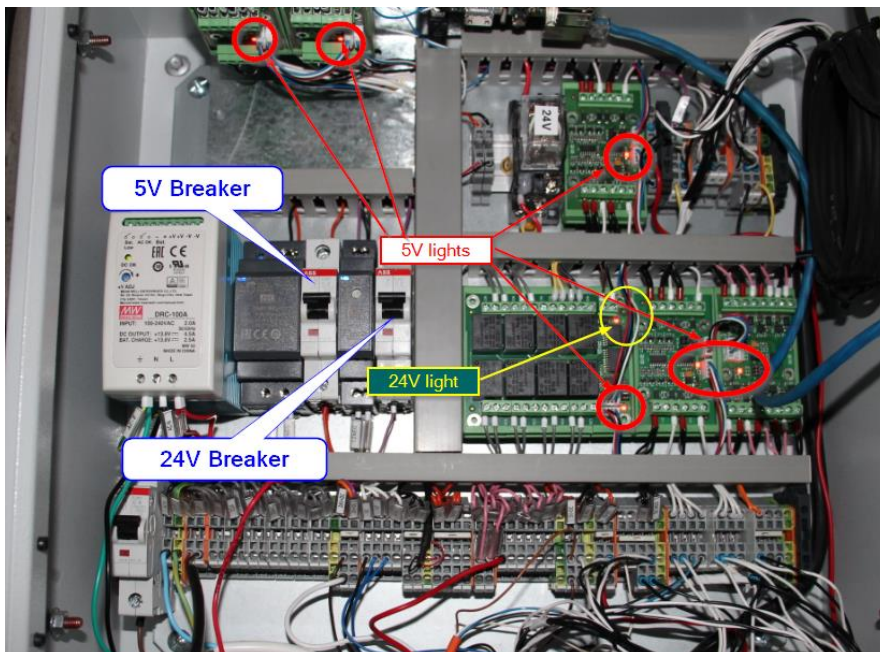
After these steps, the unit should correct itself and begin transmitting. We can verify this for you. Please try this tomorrow.