



# Chapter 1

## Introduction

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### **How to Use This Document**

This document provides basic troubleshooting and monitoring tasks for anyone who uses TAL Wireless Routers but relies on a service provider or other third-party organization for installation, maintenance, and support. This document does not discuss all aspects of troubleshooting your Wireless Router, but provides a starting point for isolating problems and gathering information.

If you notice performance problems of any kind, follow the steps in this document to isolate the problem. Often, performing these steps will resolve the problem. If not, record any observations you made and contact your technical support representative.

If you have a Simple Network Management Protocol (SNMP) application, you can use it to help troubleshoot your Wireless Router.

### **Troubleshooting Overview**

The following flowchart represents the order of tasks you should perform to isolate your problem. The rest of this document describes how to perform the specific tasks.

- To use the ping facility, refer to Chapter 2.
- To check your hardware, refer to Chapter 3.
- To monitor your network and record statistics, refer to Chapter 4.

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