**Cabling Troubleshooting Guide**

*Testing the New Circuit*

⬜ Use Cable Tester to verify:

 ⬜ Continuity on all 8 wires

 ⬜ Proper wire pairing

 ⬜ No shorts or splits

⬜ Connect Known-Good Device (e.g., laptop)

 ⬜ Confirm link light is active

 ⬜ Confirm IP address assigned (DHCP or Static)

 ⬜ Test internet and internal network connectivity

*Extending a new circuit:*

Route Cabling:

 ⬜ Plan cable pathway — avoid power lines, pull “above” (Use existing pathways where possible)

Terminate Cat6 Cable:

 ⬜ Follow T568B standard unless otherwise noted *AND* uas proper shielding, and insulation

⬜ Label Both Ends of each cable and secure with Velcro

 ⬜ Retest connection, and Measure and document cable length used

Escalation Triggers

If any of the following occur, escalate to support/client IT:

⬜ Circuit is active, but no IP assigned

⬜ Suspected switch, router, or modem failure

⬜ VLAN tagging, static routing, or firewall configuration required

⬜ Access denied to admin interface

Escalate to network support or client IT team if:

☐ Port is active but no DHCP/IP response received

☐ Switch or other upstream hardware failure suspected

☐ VLAN or switch-level configuration changes are required

*Access Point (AP) Hardware Inspection*

☐ Confirm AP is powered (via PoE or adapter); check for status LEDs

☐ Ensure the Ethernet connection to the AP is live and passing traffic

☐ Visually inspect for cracked housings, loose antennas, or improperly mounted units

☐ Confirm AP model matches the planned bracket/mounting system

*Placement & Mounting Best Practices*

☐ Mount APs horizontally when ceiling-mounted (per manufacturer guidance)

☐ Avoid installing near:

Metal fixtures or HVAC ducts (causes reflection/interference)

Microwave ovens, cordless phones, or wireless cameras

Concrete or brick walls (severely attenuate signal)

☐ Maintain line of sight to high-density user areas when possible

☐ Confirm minimum spacing of 20–30 feet between APs to avoid channel overlap