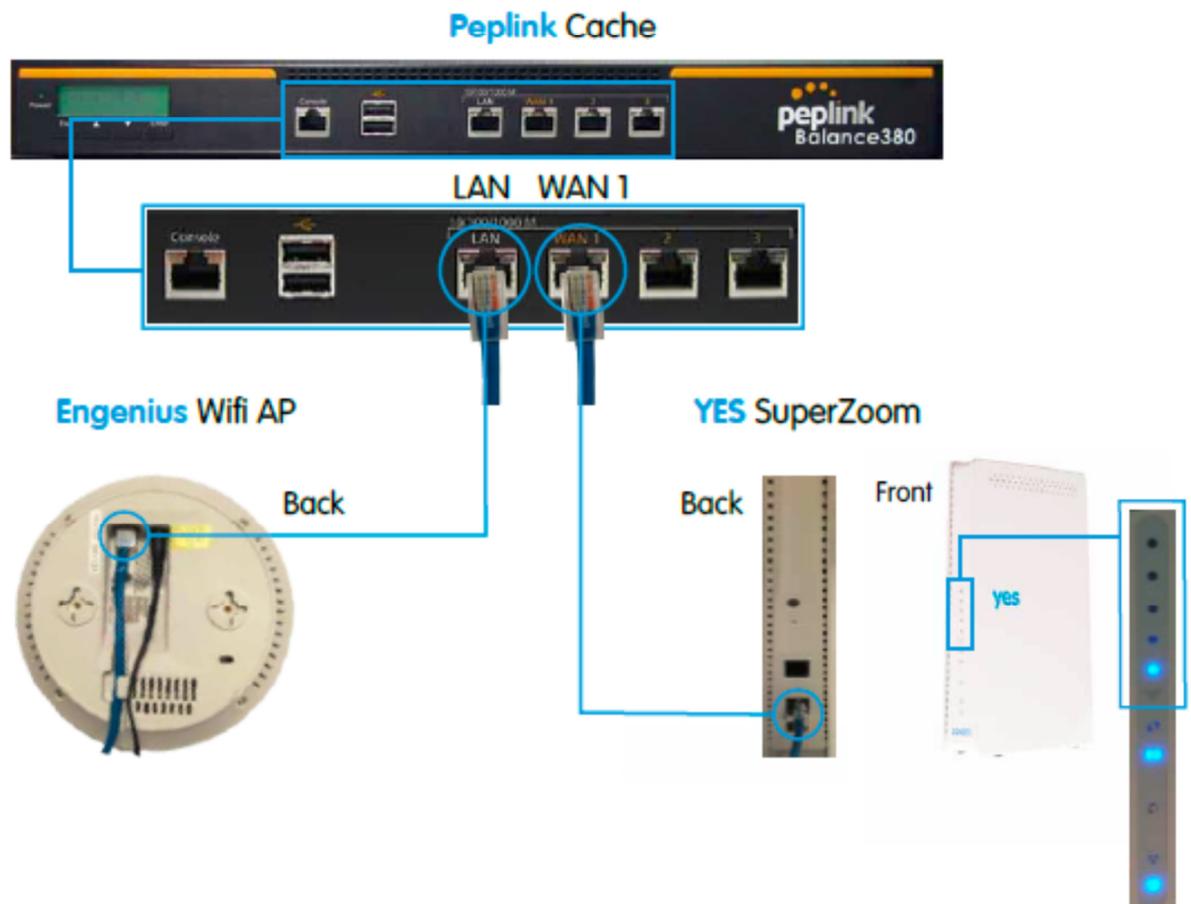


Mobile Lab Basic Troubleshooting Guide

Mobile Lab Startup

1. Before starting up Chromebooks, please ensure that the Mobile Lab components are connected as the following diagram: -
 - a. SuperZoom
 - b. Cache Machine
 - c. WiFi AP



2. Please ensure all the devices are power on and the LED lights show blinking on each of the components.
3. After that, you may power up the chromebooks. The chromebooks will connect to the Wi-Fi AP (SSID: Mobile Lab by Yes 4G / Mobile Lab by Yes 4G-02) automatically and go to the internet.
4. If the chromebook has problem accessing to the internet, please refer to the basic troubleshooting guide on the few pages below.

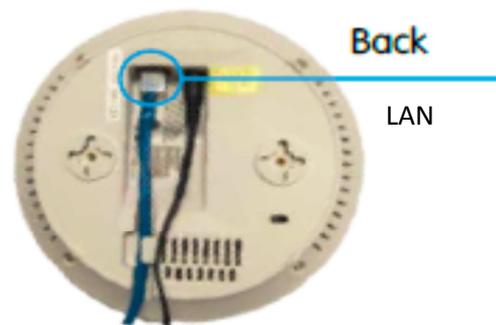
WiFi AP

The LED lights descriptions: -

- a. **WiFi in 5GHz** - Light will be blinking when AP is turned on.
- b. **WiFi in 2.4G** – Light will be blinking when AP is turned on.
- c. **LAN Port** - This light should be solid or blinking. If light is off, check the LAN port to ensure cable connectivity is properly locked in or replace the cable with new cable. Check whether the Cache Machine is turned on and working properly too.
- d. **Power** – Light is solid when turned on. If light is off, please check the power connection to the WiFi AP.



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LAN

Chromebook Wifi Connectivity

Chromebook should connect automatically with WiFi AP when the Mobile Lab components are all turned on. If it does not, the chromebook can be manually connected by following the “**Wi-Fi Connectivity for Chromebook**” guide. If password request prompts up, please call YTL MOE Helpdesk and inform them of this situation.

If any of the above problems still persists, please contact:

YTL MOE Helpdesk
018 799 8787

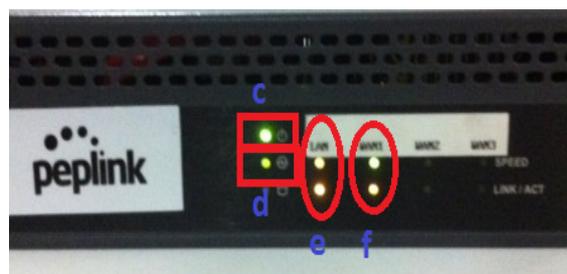
Cache Machine

The LED lights descriptions: -

- a. **LAN Port** – Light will be blinking when cache is turned on. If light is off, check the LAN port to ensure cable connectivity is properly locked in or replace the cable with new cable. Check whether the WiFi AP is turned on and working properly too.
- b. **WAN Port** - Light will be blinking when cache is turned on. If light is off, check the WAN port to ensure cable connectivity is properly locked in or replace the cable with new cable. Check whether the SuperZoom is turned on and working properly too.
- c. **Power** – Light is solid when turned on. If light is off, please check the power connection to the Cache Machine.
- d. **Status** – Light will be blinking when cache is turned on.
- e. **LAN Port** - This light should be solid or blinking. If light is off, check the LAN port at the back of the cache following instruction (a.) as written above.
- f. **WAN Port** - This light should be solid or blinking. If light is off, check the LAN port at the back of the cache following instruction (b.) as written above.



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If any of the above problems still persists, please contact:

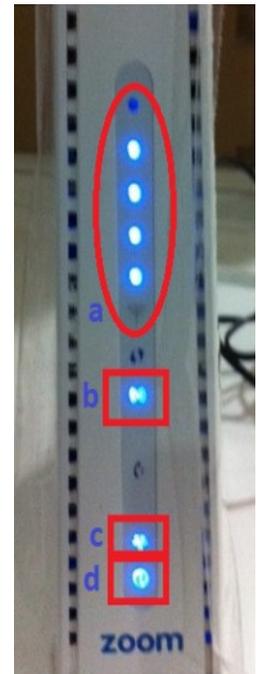
YTL MOE Helpdesk
018 799 8787

SuperZoom

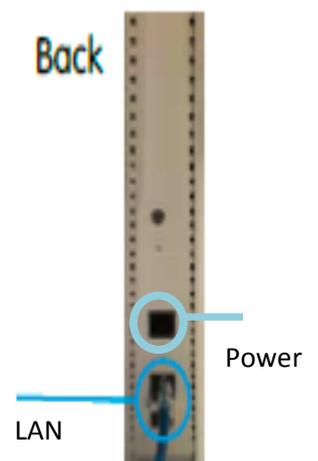
The LED lights descriptions: -

- a) **4G Connectivity** - Ensure the light is solid and not blinking. If light is blinking, try to move the SuperZoom to a different location of the room, ie: closer to windows or open areas (not blocked by buildings) in order to try and achieve higher signal reception.
- b) This light not applicable for Mobile Lab connectivity setup.
- c) **LAN Port** - This light should be solid or blinking. If light is off, check the LAN port to ensure cable connectivity is properly locked in or replace the cable with new cable. Check whether the Cache Machine is turned on and working properly too.
- d) **Power** – Light is solid when turned on. If light is off, please check the power connection to the SuperZoom.

Front



YES SuperZoom



If any of the above problems still persists, please contact:

YTL MOE Helpdesk
018 799 8787