Customer ByPass Information & Guideline

Author: Ken "Doc" Baehler   **Date: July 2023**

Purpose:

The purpose of this document is to provide our customers who
- Have either a support or services ticket
- Are in the process of troubleshooting their customers issue
- Troubleshooting the customer issue with the "bypass" process.

Process Detail:

This process removes a significant part of the customer's entire solution and thus many variables. The Bypass process removes the router and all devices either hardwired or on WiFi.
- Allowing the support resource to focus on one part of the possible issue.
- In which there are significantly less variables
- Yet where a major issue may be found
- Mitigating the amount of time and bi-directional communication required
- Resolving the issue more effectively and thus quickly for the customer

Guidelines:

The guidelines can assist our customers in performing this process. It is important to note that different devices may require different equipment in order to complete this process. All equipment required is very inexpensive and easy to obtain. As the customer already has the equipment to connect to Bertram internet and their device. At least one device is expected to have an ethernet port or USB port.

Speed Test Overview:

Tool: speedtest ookla URL: https://www.speedtest.net/
- When testing through your router
  - This test allows your to see your current available speeds
  - This means the speeds available from your ISP minus your current usage.
    - For example if your speed plan is 25x3
    - You are streaming a movie or show in HD
      - You will not get 25x3 results from your speed test
      - As you are using some of your speed plan
- The By-Pass test shows the available speeds you're receiving from your ISP

Device With Ethernet Port:

See example images

- Turn off all applications, programs, etc running on your device
- Disconnect your device from the router if hardwired
- Using the Ethernet cable from the PoE Adapter (black box provided by Bertram)
  - Which is connected to your router's WAN port
- Connect that end of the ethernet cable to the ethernet port of your device
- Run a speed test using speedtest.net
- Take a screenshot or write down the numbers for
  - Download, Upload and Ping
- Update your ticket with this information
  - or contact your support resource working on your ticket

Device With USB Port and No Ethernet Port:

See example images

This process requires a USB to Ethernet adapter and possibly an ethernet cable.

- Turn off all applications, programs, etc running on your device
- Disconnect your device from the router if hardwired
- Using the Ethernet cable from the PoE Adapter (black box provided by Bertram)
  - Which is connected to your router's WAN port
- Connect that end of the ethernet cable to the USB to Ethernet adapter port
- Run a speed test using speedtest.net
- Take a screenshot or write down the numbers for
  - Download, Upload and Ping
- Update your ticket with this information
  - or contact your support resource working on your ticket

Images of Equipment - These are example images - Yours may be slightly different.

PoE Adapter   **USB to Ethernet Adapter**   **Laptop Ethernet Port**
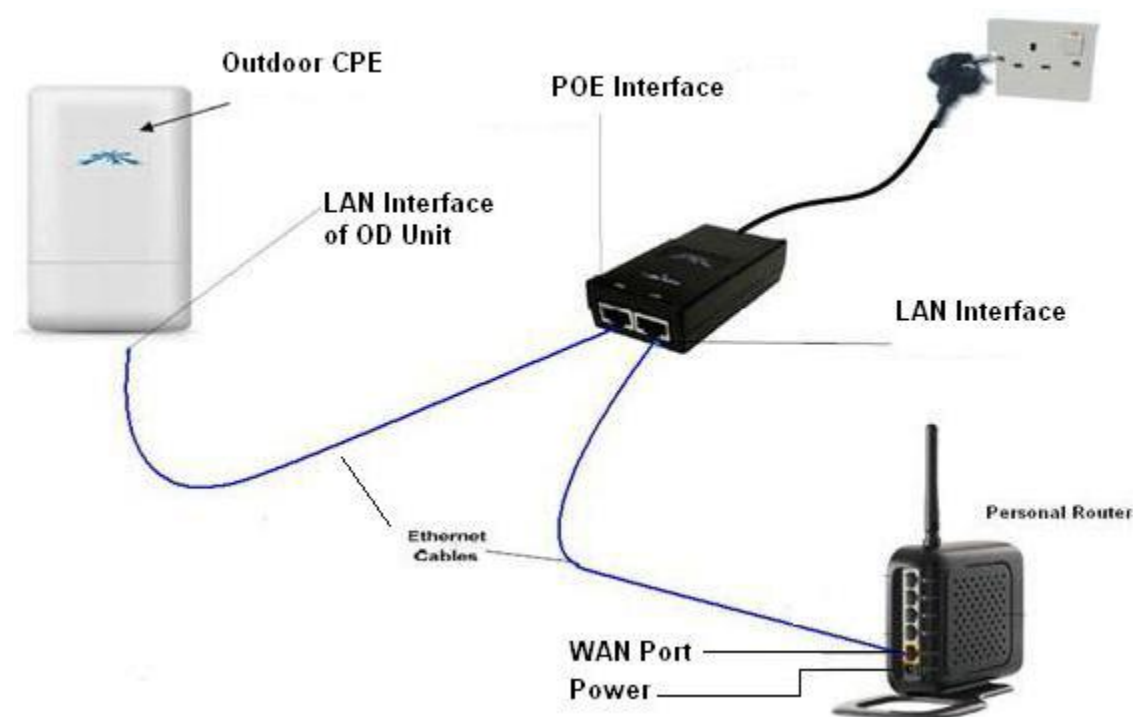
See Next Page for More Images

Router WAN or Internet Port
Your router's port may be labeled as Internet verses WAN

PoE Adapter - CPE - WAN port
CPE = customer premise equipment or Bertrams radio we installed along with the PoE Adapter

Special Note: The ethernet cable that runs from the right side of the PoE adapter to the WAN port of your router is what you would plug directly into your devices ethernet port or USB-Ethernet adapter.