



DigiFarm

Knowledge Base

Troubleshooting Cellular Problems on DigiFarm Modem

How to Troubleshoot Cellular Problems on a DigiFarm branded modem

BR1 Mini:

Check the status lights located on the front of your modem, the cellular light should be solid green. If the cellular light is not solid green you may be experiencing cellular connectivity issues.

These issues may be able to be resolved by calling DigiFarm Tech support while you have a laptop, ethernet cable, and the modem in front of you.

NOTE: you may still be able to connect to the modem via WiFi but not have any internet connectivity on the modem.

RV50:

The network light should be solid green or amber, and the signal light should be solid green or amber. If either of these is red or flashing red, you are experiencing cellular connectivity issues.

Begin troubleshooting by confirming antenna installation and power cycling the unit. If this doesn't work, call DigiFarm Tech support to work with you and Verizon. If it cannot be resolved remotely, we will create an RMA for you to send us your modem to troubleshoot it.

Gateway:

The WWAN State light should be green. The WWAN Signal light shows cellular signal strength. If the Signal light is red, cellular signal is poor, amber is adequate, and green is good cell strength.