JPTN: Jemez Pueblo Tribal Network

Home Internet Installation

Congratulations on your Pueblo of Jemez Internet Service!

Thank you for allowing us into your home to install your new Fixed Wireless Internet Service. This sheet contains basic information regarding this service. Should you have any questions or comments regarding your newly installed service, please don't hesitate to reach out to us.

Please note: **For possibly up to and including the next few weeks, there may be intermittent service interruptions as we continue to refine the infrastructure that services your home. Additionally, as we finalize the network configuration, we may have to visit your home in the future to fine-tune items such as alignment to the towers which provide wireless service. Excuse our dust!**

Technicians have installed a small Wireless Radio outside your home and have brought a cable inside the home. Attached to this cable is a small router called an **"AirCube"** which looks like the device shown to the right.

The AirCube powers the outdoor wireless radio and provides Wireless Connectivity (WiFi) into your home. On the bottom of this AirCube, there is label which looks similar to the following:

MAC:XXXXXXXXXX
PSWD:XXXXXXXX
WPA2: XXXXXXXXXX

Your SSID (The network name you should connect to) will be **"AirCube-XXX" where "XXX" represents the last 3 alpha-numeric (Letters and Numbers) of the MAC portion of this label.** The Wireless Password that should be used to connect your laptops and phones will be the letters and numbers to the **right** of the **"WPA2"** label. Note that the password is **CASE SENSITIVE**. This means that upper-case and lower-case matter!

IMPORTANT: Do not use the literal "XXX" as your AirCube SSID (Network Name) when connecting your devices. The Last 3 letters and/or Numbers of the MAC address located on the bottom of the AirCube under the line that begins with "MAC:" is the proper value to use when connecting to your in-home network. It will not be "XXXXXXXXXX"

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Basic Information / General Troubleshooting

1) Please ensure you leave The AirCube plugged in throughout the day and evenings as we work to stabilize the network (Our engineers are working around the clock and we need to ensure that disconnections are kept to a minimum). Please note that these devices consume very little electricity.

2) If you choose to unplug your AirCube, please ensure that the Ethernet Patch Cable (the network cable from the jack on your home to your AirCube router) remain in the same port/jack as it was when the installer left your home. On your AirCube, the cord from the wall should go into the "WAN" port (Also labeled 24V PoE OUT). It should have a blue outline as shown in this photo.
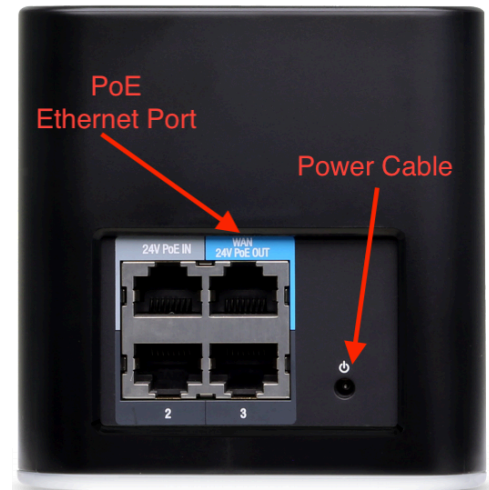
4) Once you have been notified that your service has been activated and subsequently experience problems with connectivity, please try to reboot the AirCube before calling for additional assistance. Rebooting may be accomplished by unplugging the round connector shown in the above picture (power cable) for 30 seconds, then plugging the power cable back into the AirCube unit.

JPTN Network Operations Center Support

1-505-318-1915

or visit

http://www.jemezpueblo.net

For the most up-to-date information.

THANK YOU FOR ALLOWING US INTO YOUR HOME AND ENJOY!