

## UPGRADING YOUR WISCNET ROUTER

Enclosed is your new Cisco ASR-920 router. Please inspect the device and contents to ensure no damage during the shipping process. Please keep the box and shipping label. You'll use them later in the process.

The ASR-920 is preconfigured and ready to replace your ME3400. If needed, our support staff is available to assist with your questions.

**NOTE:** The following instructions are for a standard ME3400 configuration. If you have more than two network cables attached to the WiscNet ME3400, or if you have two WiscNet ME3400s, these instructions do not apply. Please contact WiscNet Support for assistance installing the new router (608-442-6761 x2 or support@wiscnet.net).

## PREPARING FOR THE SCHEDULED MAINTENANCE

Perform the following steps **at least 2 hours prior** to your scheduled maintenance window.

### ASR-920

1. Install the ASR-920 in a location as close as possible to the existing ME3400.
2. Plug the power cord into Power Supply PS-0; connect the other end to an AC power source. Do the same for Power Supply PS-1.

### ME3400

1. Take a photo of the ME3400 that shows the current ports and cables being used. This can help if troubleshooting the device after installation is necessary.
2. Trace each cable pair to its origin and label it accordingly. Put a "LAN" label on the cable(s) that go to your network (i.e. firewall, switch, patch panel, etc.). Put a "WAN" label the cable that goes to the Internet (i.e. BadgerNet, Charter, dark fiber, etc.). Note: BadgerNet Connections often connect to a Juniper device. Charter or other provider's devices usually have a prominent "Owned By" label on them.

3. (Note: You can skip this step for any copper cables that are connected to the ME3400.) Label each fiber-optic cable on your ME3400 indicating Transmit (T or  $\Rightarrow$ ) or Receive (R or  $\Leftarrow$ ). See photo below for guidance. **NOTE:** The Transmit connector is on the left and

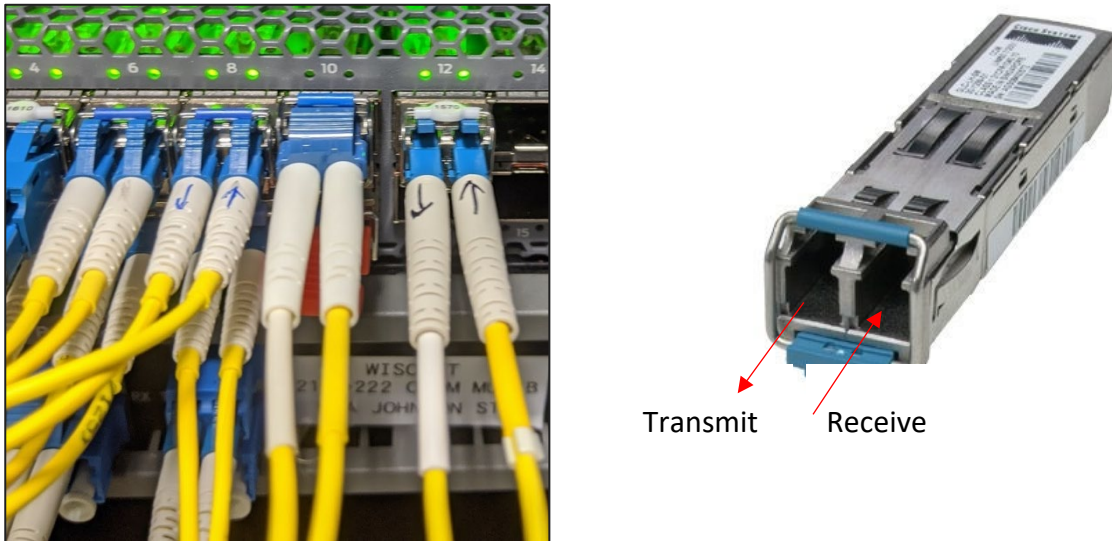


Figure 1. Transmit/Receive Designation

Receive on the right when the top of the SFP's handle is closed and facing upward (as in the photo above).

#### DURING SCHEDULED MAINTENANCE TIME

1. While the ME3400 is still connected, go to a computer inside your network, and run a bandwidth test using: <https://fast.com/>. Jot down the results of the test in the margins of this document.
2. Disconnect the ME3400 network cables and connect them to the ASR-920 as illustrated in Figures 1 and 2 on the following page.
3. Note you may see flashing red lights on the ASR-920 during this process. Please ignore them for now.
4. Check your Internet connection to see if it is working.
  - a. If you can access the Internet, proceed to the Post Installation Instructions.
  - b. If you cannot access the Internet refer to the Troubleshooting section.

Figure 1. WiscNet ASR-920 Standard Configuration

	PRIMARY	
CPE TYPE	Outside WAN Connections	Internal LAN Connections
Cisco ME3400E (ME3400-2-CS)	2 (Copper or SFP)	1 Copper or SFP
	↓	↓
Cisco ASR 920 (ASR920-2G-4-10G)	Port 3 or Gig0/0/1 (1gig copper)	Port 2 or Gig0/0/0 (1g copper)

**Note:** Port 2 on the ASR-920 is in the BOTTOM LEFT position, and Port 3 is in TOP LEFT position.

**Also Note:** Port 2 is “upside down” so TRANSMIT is on the RIGHT and RECEIVE is on the LEFT.

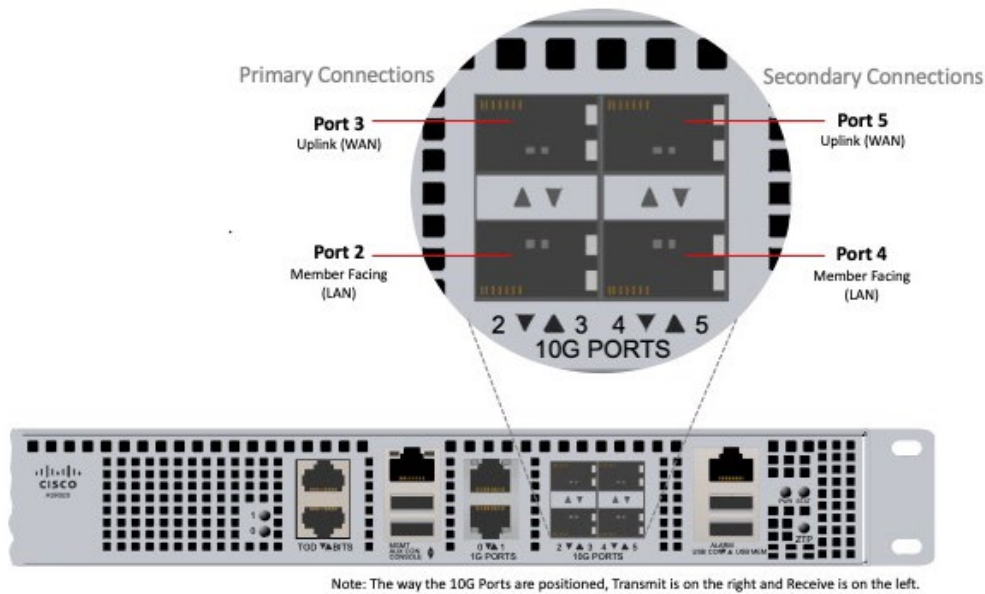


Figure 2. ASR-920-4SZ-A

## POST INSTALLATION

Repeat the bandwidth test you did earlier at <https://fast.com/>. If the results are reasonably similar, then continue to next step. If they are not similar refer to the Troubleshooting section.

After a couple of days, when you're confident your new WiscNet router is operating as expected, please box up the ME3400 and ship it using the shipping label included in the box. Feel free to remove any fiber optic or copper SFPs and keep them for your own use.

## TROUBLESHOOTING

Please contact WiscNet to assist with troubleshooting (608-442-6761 x2 or [support@wiscnet.net](mailto:support@wiscnet.net)).

If you are doing the installation during off hours and cannot reach a member of the WiscNet Support staff, please disconnect the ASR-920 and reconnect the ME3400 using the illustration from the photo you took at the beginning of this process. Then during regular hours contact WiscNet Support.