



TECH LINK

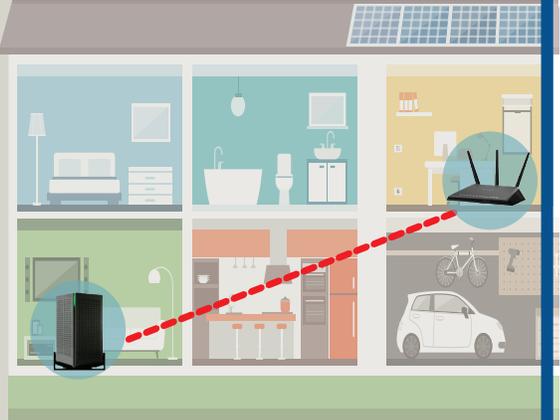
Caution When Piggybacking a Third-Party Router to Your MVlink GigaSpire

Our MVlink tech support team has noted an increase in calls related to third-party routers being connected to MVlink's GigaSpire router to act as extenders to boost Wi-Fi coverage. This "piggybacking" creates an issue when members need to re-boot the router. It seems that when the member connects the third-party router, it works initially but after a power outage or an update is pushed out to the MVlink GigaSpire or anything requiring a reboot of the system, depending on the order the routers come back online, connection issues will likely occur.

Why does this happen? The MVlink GigaSpire router is designed to be a mesh unit as well (to extend Wi-Fi coverage) and looks for other devices on the network. So, when the GigaSpire detects the third-party router, it shuts down its router functionality and goes into mesh unit mode allowing the third-party device to connect as the primary router. This causes the member to appear to be up and running, but in reality, the internet is not working because the devices are trying to use the secondary/third-party router as the pathway to get out to the internet. Unfortunately, this won't work since the MVlink network does not recognize this equipment as an entry point.

Some solutions to this issue include:

1. Disconnect the third party router or device acting like a router, then reboot the GigaSpire first, check to make sure the internet is working again, and then plug in your third-party router.
2. A second option to solve this issue is to put the third-party router into Access Point Mode—this would prevent it from attempting to be the pathway out to the internet. Most routers have this option.
3. A third option to eliminate this issue would be to go with the MVlink Mesh Unit. **Visit mvec.coop/mesh-Wi-Fi for more information.**
4. The last option would be to purchase your own routers and not use those supplied by MVlink. **However, our tech support team would like to note that for troubleshooting purposes, *it's ideal to have MVlink equipment. MVlink techs cannot remote into third-party routers to help resolve issues.***



Underground Utility Line Locates

Each spring and fall, we remind members to 'Call Before You Dig' because it's the safe thing to do and it's the law. Iowa law requires that you notify the Iowa One Call system at least 48 hours (excluding Saturdays, Sundays and legal holidays) prior to engaging in any type of digging or excavating. However, it is important to remember that not everything gets marked by Iowa One Call. Some lines are privately-owned by you and must be located using private, secondary locate services. See to the right for a graphic that illustrates what is co-op owned vs. what is privately-owned and thus requiring private, secondary locate services. When in doubt, contact a professional electrician to assist you. Visit mvec.coop/call-you-dig for more information and for a larger graphic.

MVEC/MVlink Responsibility

MVEC/MVlink will locate primary underground electric and fiber lines at no charge to the property owner when the request is made through **Iowa One Call** as required by Iowa law. MVEC/MVlink maintains underground electric lines from the primary line up to the meter pedestal, or the transformer (in cases where the meter is on a house or building). MVEC/MVlink also maintains the underground fiber line from the electric pole up to the house/building. (Refer to **GREEN & ORANGE** lines below).

Property Owner Responsibility

The property owner is responsible for locating all privately-owned (secondary) electric wires, also all other privately-owned buried lines, wires, utilities and equipment on the property. (Refer to **RED** privately-owned lines below).

