



## IDU Power Cycling



**If you are experiencing a loss of internet, please do NOT press the reset button on the device. Follow the instructions below.**

- 1) Assuming the internet light is red, please locate the power button on the back left hand side of the router.
- 2) Power down the device by pushing in the power button and wait 10 seconds.
- 3) Power device back up by pushing in the power button.
- 4) Allow several minutes as the device attempts to re-establish a connection to the network.
- 5) You will see the lights come up in sequence starting from the left power light, working its way right to the internet light.
- 6) Once the tower light has come up green, yellow or orange, your internet light should turn green shortly thereafter.  
These lights may or may not be blinking which is ok.
- 7) If this does not resolve the issue, try putting the router in a window or open area away from any metal material and follow steps 1 thru 6.
- 8) If the issue remains, please submit a ticket in your MyTrailrunner account.

### **To Submit a Ticket:**

- 1) Log into Your Account at (or scan QR code) [www.wireless-trailrunner.com/myaccount](http://www.wireless-trailrunner.com/myaccount)
- 2) Click Customer Service in the top right of the screen
- 3) Select Reason for Ticket
- 4) Provide subject and description of the issue you are experiencing
- 5) We will be notified of the inquiry in our system and work on resolving the issue

