ODU 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) Locate your wireless access point. Typically, a white or black modem.

2) Follow the ethernet cable from the back of the router back to a black rectangular POE Injector. This should have a single green light on it.

> POE Injector

3) On the other side of the ethernet connectors on the POE is a black power cord, follow that back to the outlet and unplug. Wait until the light goes out in the POE injector.

4) Plug the power cord back into the outlet. It may take between 5-10 minutes for the router to be able to establish connection.

5) If there's still no internet connection, check to see that all the cords are plugged in firmly and repeat steps 1-4. If the problem persists, please submit a service ticket to your account describing the issue and the steps you've taken to troubleshoot, and we will reach out to you shortly.