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**Public Announcement – LAGUNA, ENCINAL, SEAMA & PARAJE  
K’awaika Hanu Customers**

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**IMPORTANT INFORMATION : INTERNET OUTAGE**

**Public Announcement – LAGUNA, ENCINAL, SEAMA, PARAJE K’AWAIKA HANU INTERNET  
CUSTOMERS**

**INTERNET OUTAGE**

**Monday, March 25, 2024**

The power outage has been fixed by Continental Divide Electric Coop. KHI Technicians have verified that internet services to the affected areas have been re-established.

Thank you for your patience and understanding during this time.

If your internet did not re-establish connection, please do the following:

**TP Link and D Link Routers only**

1. Unplug the power cord to your router only. *(The router is the device installed in your home with 2 or 3 antennas- DO NOT UNPLUG THE RADIO AT THIS TIME)*
2. Leave unplugged for 10 minutes, after 10 minutes plug the routers power cord back in.
3. Let your router power up for 10 minutes, Check for internet.
4. If no internet is established, Try the process once more.
5. If no internet is established, you will have to reset the router. If you have not tried this before you can call our 24/7 tech support line @ 1-855-326-6017 and they can assist you.
6. To reset the router - Locate the rest button on your router, it is a pin hole looking button big enough to put a paperclip into. It is usually on the back or bottom of the router. The white routers have a button on the back right side of the router- it says WPS/Reset.
7. While the router is powered on, using a paper clip, press in the reset button for 10 seconds or until you see the lights on the front of the router start to blink. Allow the router to go through the reset process (5 to 10 minutes). Check for internet connection by opening a browser and pulling up a website.



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**Cambium cnPilot Routers only:**

1. Do not press the reset button at any time, doing so will reset sensitive configurations within the router. If this happens this will require a site visit to restore internet services.
2. Unplug the power cord to your router only. *(The router is the device installed in your home with 2 antennas – DO NOT UNPLUG THE RADIO AT THIS TIME)*
3. Leave unplugged for 10 minutes, after 10 minutes plug the routers power cord back in.
4. Let your router power up for 10 minutes, check for internet. If no internet is established, try the process once more

If you're unable to connect, please call our 24/7 tech support line @ 1-855-326-6017 and they can assist you. We apologize for the inconvenience and ask for your patience.

KHI Staff

**Please share this information with friends and family**