



Public Service Announcement –Bibo K’awaika Hanu Internet Customers

UPDATE BIBO INTERNET OUTAGE Saturday, July 20, 2024

Dear K’awaika Hanu Internet Customers,

KHI services have been restored in the Bibo area. This fix is temporary and will need more maintenance later. **Please follow the instructions below if your service does not automatically reconnect.**

Updated information will be posted on our Facebook and website:
www.lagunaua.org

You may also call Technical Support at 1-855-326-6017.

Thank you for your patience and understanding.

[Reconnection Instructions](#)



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 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.

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 are unable to connect, please call our 24/7 tech support line @ 1-855-326-6017 and they can assist you.