



Support Document.

1. Determine which equipment resembles what you have installed at your location.
2. Unplug the power to this piece of equipment (based on the pictures below).
3. Unplug both Ethernet cables (these are the big phone like cables) from the unit.
4. Make sure the cable that goes outside is plugged into the correct port. (Description on this below).
5. Plug the Ethernet cables back into their ports confirming a snug fit.
6. Make sure you have waiting at least 30 seconds before plugging the power back in.
7. Plug the power back and wait for up to 5 minutes and check your Internet connection.



For this type unplug the power at the DC. Make sure the cable that goes outside is plugged into the ``POE`` port. Then follow the instructions above to complete the power cycle process.



For this type unplug the power at the AC Input Cable. Make sure the cable that goes outside is plugged into the ``Data +VDC`` output port. Then follow the instructions above to complete the power cycle process.



For this type below unplug the power at the Power in cable. Make sure the cable that goes outside is plugged into the ``P + DATA Out`` port. Then follow the instructions above to complete the power cycle process.



For this type below unplug the power at the cable in the red circle. Make sure the cable that goes outside is plugged into the ``PowerShot`` port. Then follow the instructions above to complete the power cycle process.

Smartbridge Injector



Trango 900 SU Injector



For this type unplug the power at the cable in the circle. Make sure the cable that goes outside is plugged into the ``ODU or POE`` port. Then follow the instructions above to complete the power cycle process.



For this type unplug the power cable. Make sure the cable that goes outside is plugged into the ``POE`` port. Then follow the instructions above to complete the power cycle process.

If none of the above gets you back on the Internet please feel free to call us at the number below:

Contact Us:
Cottage Country Internet
Phone: 705-286-6580 Toll Free: 1-866-629-6616
Email: support@cottagecountry.net