

Rebooting the NID via Power Adapter or Battery Backup

These steps can be performed if your router is showing no internet connection. NIDs, like routers and modems, can sometimes need to be rebooted. The steps below will show you how to reboot your NID from within your home.

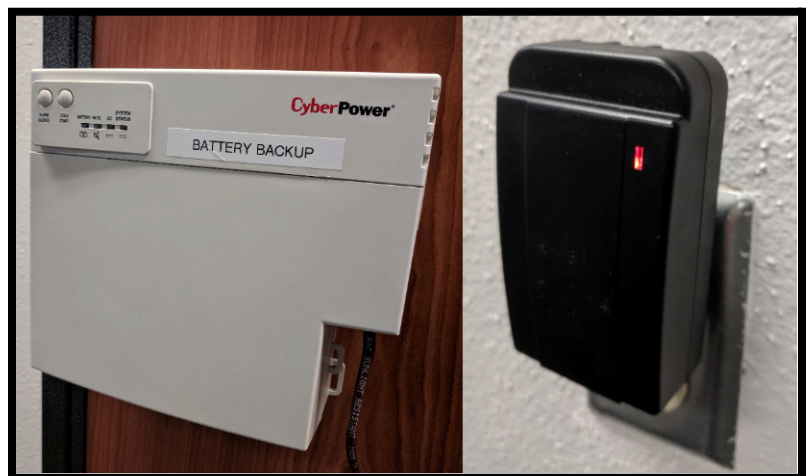
1. *As Seen below on the Left:* Referred to as a **NID** or “Grey Fiber Box”, this device is where the fiber runs to and is typically found on the exterior of the home. There will be a Black (Ethernet) and Brown (Power) Cable running from this box through the exterior wall to the interior of the home.

**Customers should never access or open this device.*

NID / Fiber Box



Backup Power Adapter



Battery

2. *Battery Backup or Power Adapter:* For your installation you will have one or the other devices pictured above on the right. Both of these devices serve the same purpose, which is to provide power to the NID. In most cases these will be found in the same area the ethernet cable runs into the home or where your router is located. **You will need to find your Battery Backup or Power Adapter in order to reboot your NID.**

**If you find a Battery Backup, skip to step 4.*

3. **Power Adapter:** If you have a power adapter, follow the steps below:

- a. Check if the red light is lit on the front of the adapter.
- b. **If there is no red light:** Check the outlet or surge protector to make sure electricity is being provided to the device. Find a functioning power source and proceed to step d.
- c. **If the Red Light is lit:** Unplug the unit for 10 seconds and then plug it back in.
- d. Check the internet in 5 minutes. If there is no connection after performing these steps, proceed to further troubleshooting or contact Kit Carson Internet Technical support at (575)758-4838.

4. **Battery Backup Unit:**

- a. Check to make sure the power source (Power Outlet or Surge Protector) is providing electricity to the device.
- b. Remove the front panel from the Battery Backup. There is a latch in the middle of the bottom of the unit. Push up and pull forward.
- c. On the right side you will see the Brown Cable running into a green block or plug. Pull down on the plug to remove it from the socket. Wait for 10 seconds.
- d. **When plugging the cable back in, please refer to the image below. The green plug will need to line up with the 12V slot (as seen in the left image). *In the right image, the green plug missed the first pin. The NID will not power up if it is plugged in this way.***
- e. Check the internet in 5 minutes. If there is no connection after performing these steps, proceed to further troubleshooting or contact Kit Carson Internet Technical support at (575)758-4838.

Left: Correctly plugged in line with the 12V slot;

Right: Incorrectly plugged in misaligned with the 12V slot;

