

CONNECTION PROBLEM? TRY THIS FIRST ...

Situation	Action
No connection to the internet?	1 Shut down your computer. 2 Disconnect the power supply from the power injector (A) and the router (B), if you have one. Do this by removing the power lead where it is plugged in to the equipment. 3 Switch your computer back on. 4 When it has completely restarted, plug the power supply cables back into the power injector (A) first, then the router (B). Does it work now? Yes? Great. If not, go to the next step.
Still no connection?	Phone our Support line on 0845 6860869 . Listen to the status report. If there's a fault affecting your service, you will hear a message on this line giving you an indication of when we expect to restore service.
No message about a fault:	Stay on the line and follow the instructions to report the problem. Normally you'll be transferred to a member of the Village Networks team. If we can't respond immediately, you'll be invited to leave a message.
You have a problem that's not critical but you need our help or support:	Send an email to esupport@villagenetworks.co.uk . This will be logged in our helpdesk system and we'll reply promptly, with details of how we propose to help.

A Your power injector looks like one of these. Disconnect the power supply by removing the black lead only, connected where the arrows indicate.

If your power injector looks like the one in *Fig 3*, remove the mains power lead for at least one minute, to allow all power to drain from the transformer.

B Your router looks like, or similar to, one of these:



Fig 1

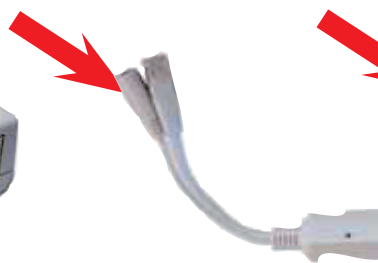
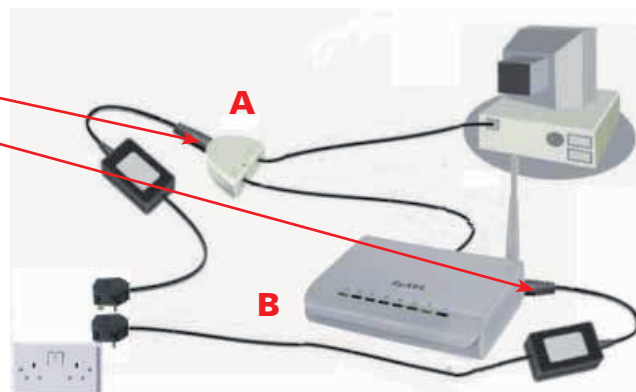


Fig 2



Fig 3

Disconnect power supplies here and here



Don't disconnect any cables with this kind of plug, unless one of our support advisors asks you to.



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