

How to Reset the Gateway (Advanced)

Step 1:

Turn off the Gateway miniPC or the Tower.



Figure 1: MiniPC Power Button



Figure 2: Tower Power Button

Step 2:

Find all the switch devices in your store. There are usually 1-3 switches in your store that we need to turn off.



Figure 3: How a SWITCH looks like

Once each switch device is located, **unplug the power cord** from the switch to turn it off.

Step 3:

Unplug all cables from the back of each telephone. Some telephones may have a black cord connected for power; please unplug it as well, as the picture below only shows the ethernet cord connected.



Figure 4: Cable plugged.

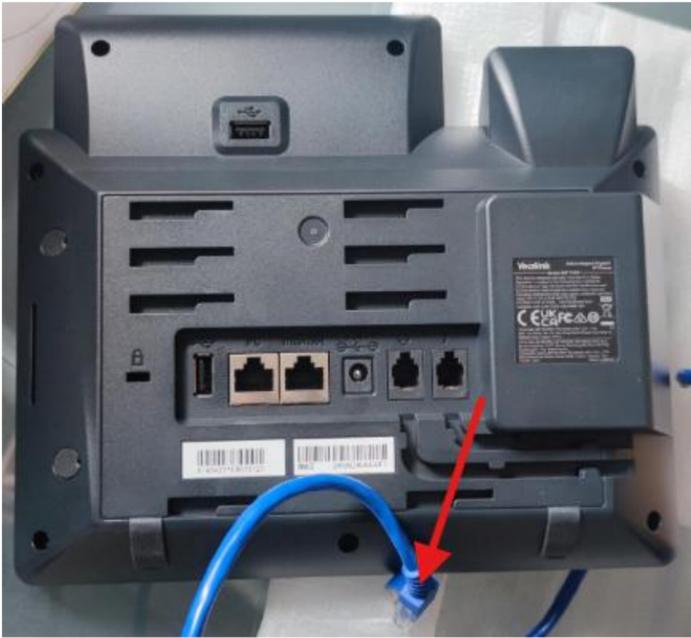


Figure 5: Cable unplugged.

Step 4:

Turn on the Gateway MiniPC or Tower. Then **wait for at least 2 minutes** before performing the next step. This allows the computer to load all necessary information.

Step 5:

Reinsert the power cord into each Switch device.

Step 6:

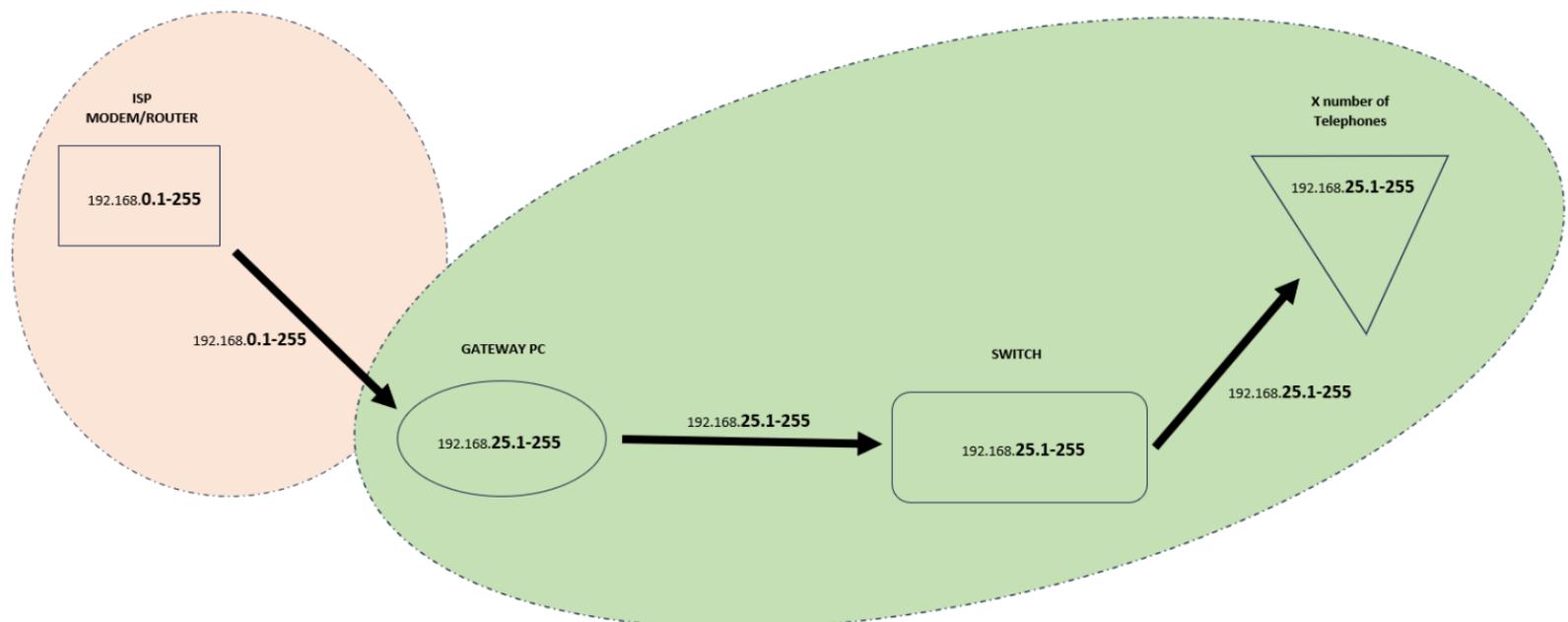
Reinsert all the cables for each telephone.

Explanation of why this solution is better than just resetting the Gateway

When performing a Gateway Reset, the IP address for the Gateway Computer may not always be retained. This can lead to the Router/Modem IP range being applied to the telephones, resulting in a "No Service" message. Following the steps outlined above ensures that the Gateway Computer assigns the correct IP range to each telephone in your store.

Here's a simple visualization:

Normal Network Connection



After Gateway Reset Network Connection

