

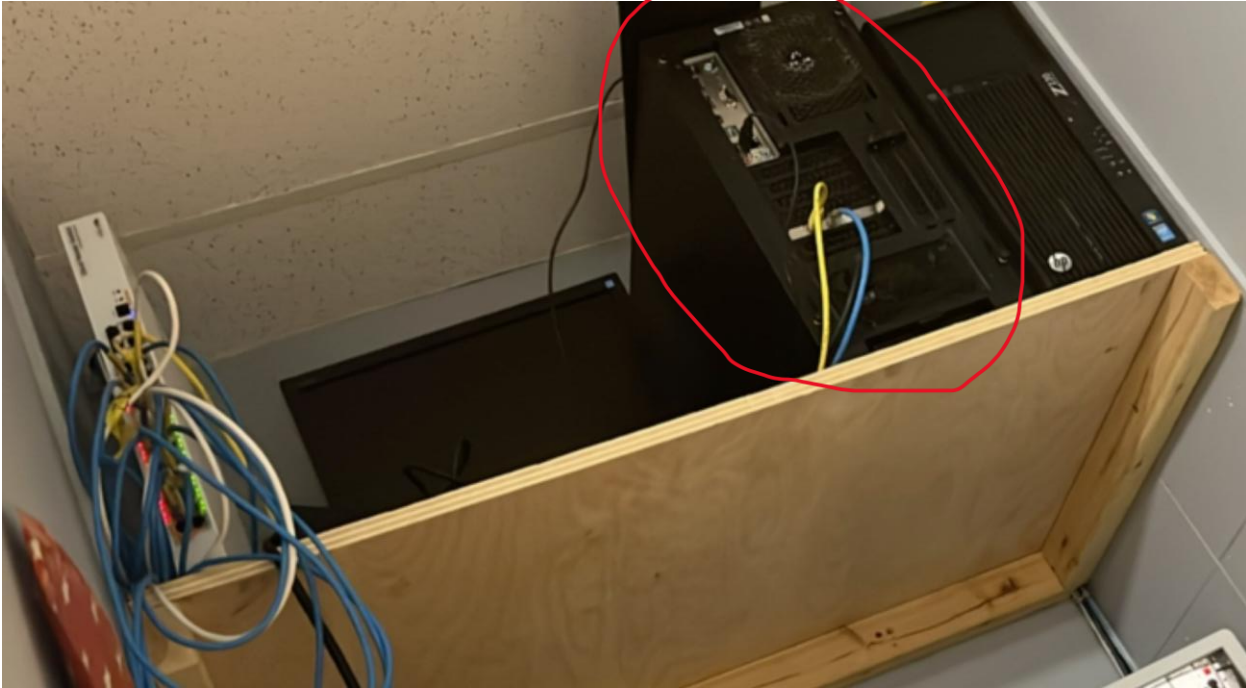
HOW TO RESET A GATEWAY PC

There are two different models of our Gateway PC installed in each store.

A **Tower** and a **Small box** computer.

The Tower is designed as shown below. This is the initial model installed in select stores. It is crucial that the tower has two Ethernet cables connected to it, so please ensure both cables are connected before proceeding with any actions. Refer to the picture for clarification.

Locate the top front side of this tower to find the Power button and press that button for 5-10 seconds to turn off. Give it 1-2 minutes before turning it back on.



The Power button is on the top front area.



The **Small Box** computer is easily identifiable by the light on the bottom of the device, which changes colors periodically. To locate the power button, look at the front side of the device(see arrow).

Press and hold the power button for 5 to 10 seconds to turn it off. After turning it off, wait for 1 to 2 minutes before turning it back on.

