

Protocol for Rebooting a Router

- The steps listed below will ensure that all devices have been cleared of their cache memory and that the network is being started fresh.
- These steps are best performed prior to turning everything on.

Steps toward resolving network connection issues:

1. Turn off all network devices (PC's, printers, network switches, etc.)
2. Turn off the Router(s) and wait 30 seconds.
3. Turn on the Cisco Router(s) and wait 5 minutes.
4. Turn on a few select devices on the wireless and wired networks: start with the switches, then turn on a couple of PC's.
5. If the PC's are getting proper IP addresses, they should be getting connected and successfully connecting to the Internet.
6. Turn on the remaining devices (PC's, Printers, etc.) on the network.

If, after performing these steps, you are still having a problem, consult a tech. The problem may be with the router.