



# 2TouchPOS Internet Connectivity Troubleshooting Power Cycling User's Guide

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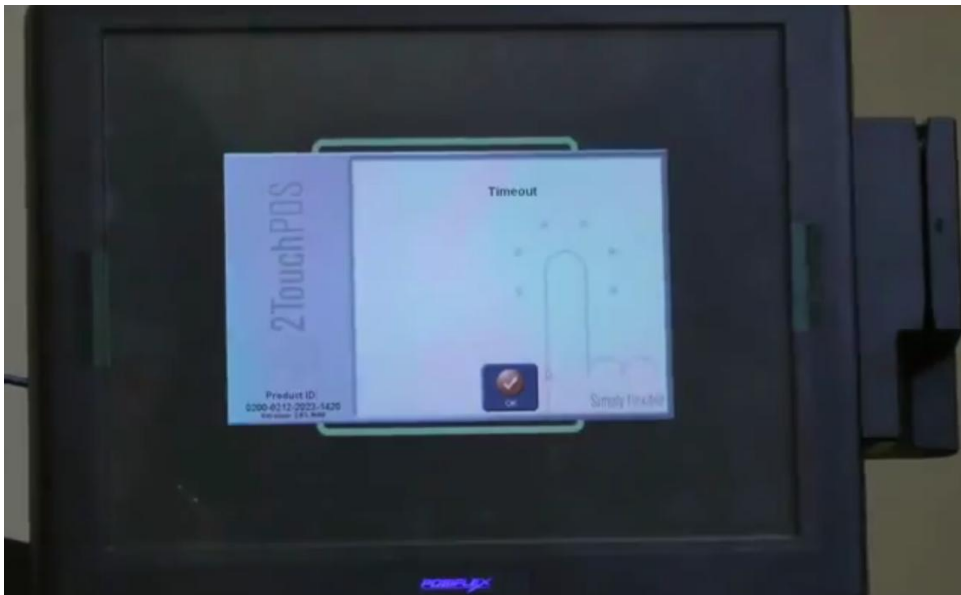
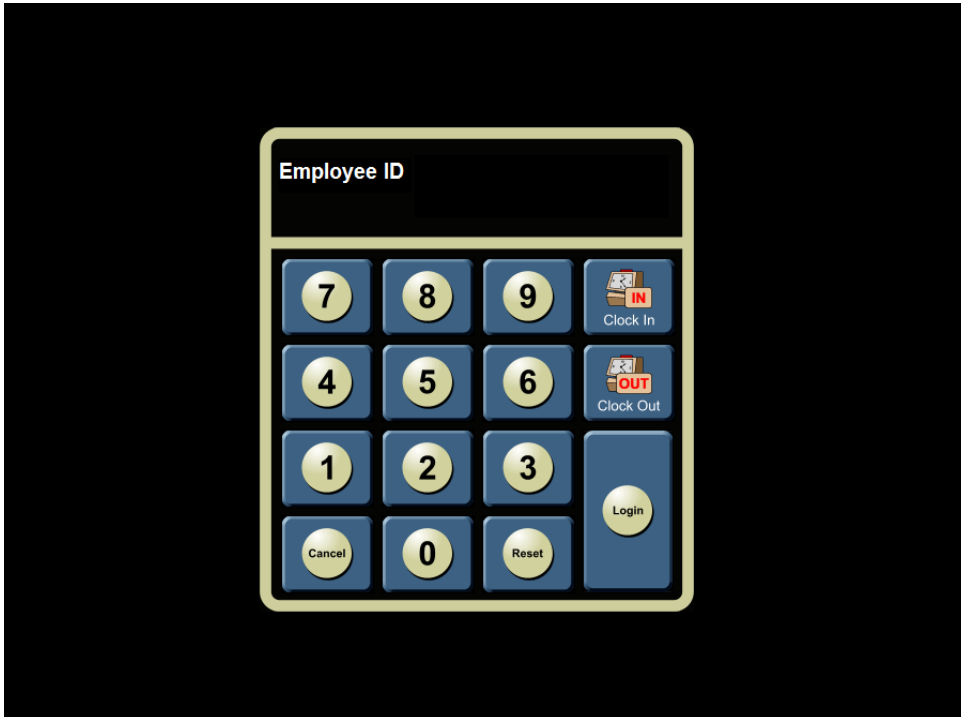
## About this Document

This document was written for 2TouchPOS version 3.03.4900.

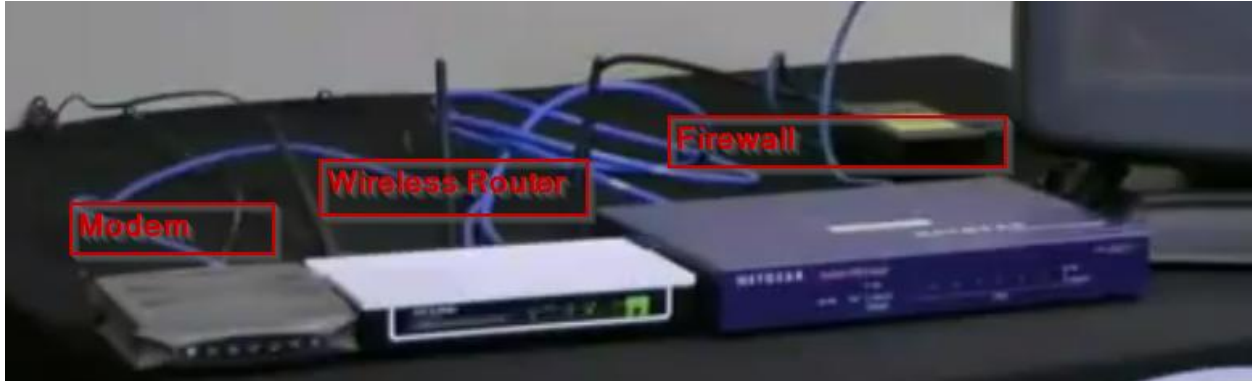
## Power Cycling

### Turning off all your devices

1. To determine if you are connected to the internet, using your terminal, Ping yahoo.com. Enter code 000411 and touch login button. If you receive a **timeout message**, you are not connected to the internet. If you get a reply from message you are connected to the internet.

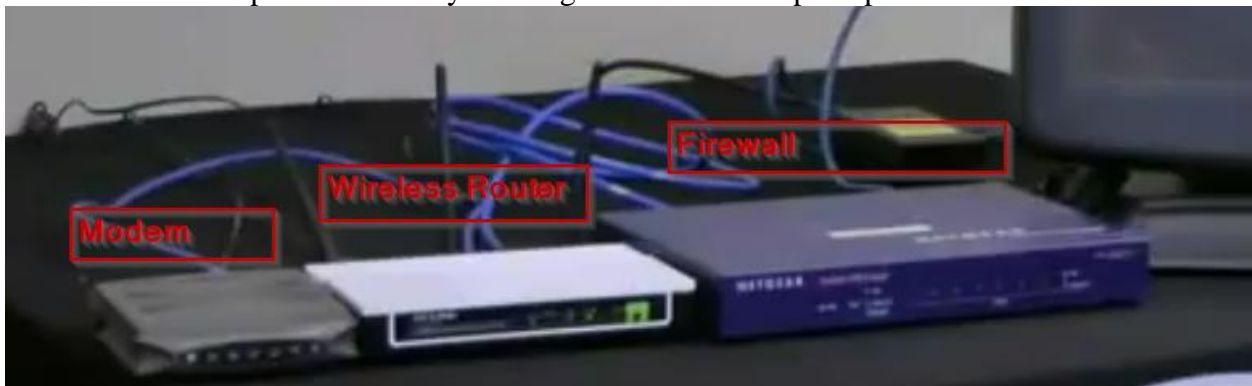


2. Power off your Netgear firewall. Either pull power cable or turn off power switch.
3. Take power cable out of your wireless router.
4. Take power cable out of your internet provider's modem.
5. Leave everything off for a minimum of 30 seconds.



### Turning devices back on

1. Re-connect internet providers modem power cable. Wait until your modem has connected with internet.
2. Re-connect wireless routers power cable. Wait until your wireless router has connected to your modem.
3. Re-connect power cable to your Netgear firewall or flip the power switch on.



- Using your terminal, Ping yahoo.com. Enter code 000411 and touch login button. If you get a reply from message you are connected to the internet.

