

GUIDE — TROUBLESHOOTING

# Restarting your equipment

The right sequence to bring your network and telephony back to health

## When should you use this procedure?

When your call sound quality degrades, or your phones stop responding normally.

### 1 Restart your phones first

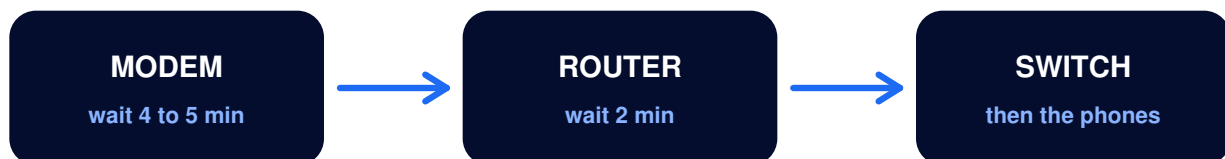
Use the restart menu on each telephone device.  
If the problem persists, proceed with the full restart below.

### 2 Power off your network equipment

Unplug, in order: 1) the Internet modem, 2) the router, 3) the switch.  
Wait a few minutes before plugging back in.

### 3 Plug back one device at a time

Follow the sequence below, letting each device finish booting completely before plugging in the next one:



## Important: never plug everything back in at once

Each device must have completely finished booting before you plug in the next one.  
The modem must be fully up before the router, and the router before the switch.

## Problem persists? Our team is here 24/7.

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