HOW TO POWER CYCLE A DEVICE

PROBLEM SOLVING > 5.1 SOLVING TECHNICAL PROBLEMS

TARGET GROUP	AGE GROUP	PROFICIENCY LEVEL	FORMAT	COPYRIGHT	LANGUAGE
Facilitators	N/A	Level 1	Background information	Protected by United States and international copyright and trademark laws	English

This resource contains some simple steps to power cycle a device.

A program of Goodwill Community Foundation® and Goodwill Industries of Eastern North Carolina Inc.® (GIENC®), all GCFLearnFree.org® educational content is designed and produced in the GCF Global headquarters in Durham, N.C.

|	
General Objective	Skillset building
Preparation time for facilitator	less than 1 hour
Competence area	5 - Problem solving
Name of author	GCFGlobal.org
Resource originally created in	English

WORKSHOP DIRECTIONS

If you have a computer in your home, you probably have at least one other device that works alongside it, such as a modem, wireless router, or printer. These devices have a tendency to stop working from time to time, and it's not always immediately clear why.

Before assuming anything is actually broken, you should try to run a **power cycle**. To do this, you'll want to turn the device off, then turn it back on. This will force it to **reset**, which can fix a lot of basic problems.

Here are the steps to power cycle just about

1.
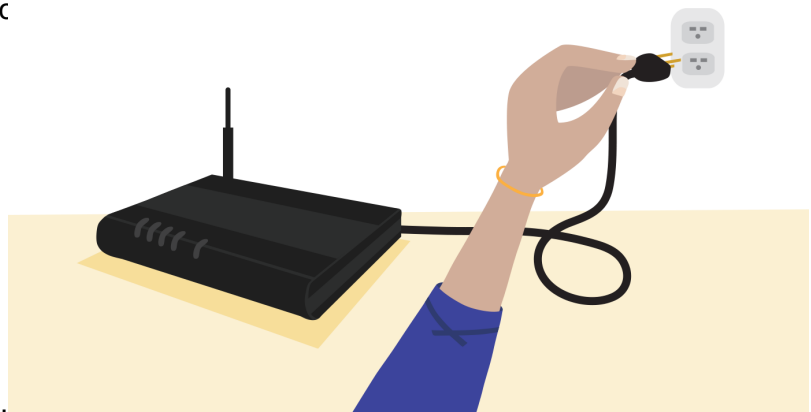
Turn off and/or **unplug** the device.

2.

Wait at least **30 seconds**.

3. Plug in the device and/or turn it back on. That's it—you just power cycled your device! With any luck, it should start working correctly. Keep in mind that if you're resetting an Internet device, such

as a modem, it may take a minute or so to reconnect.

One other thing to note: If you're resetting devices that work together, like a modem and wireless router, you'll want to power cycle them at the same time.

Running a power cycle won't fix more serious problems, but if you have a device that's not working correctly, it's a good thing to try first. If power cycling doesn't seem to help, you'll want to do some more troubleshooting.