

Internet Trouble Shooting

If you cannot access web pages, your phones are not working, or you cannot get into FROG you may have lost the internet connection at your location. Many times the equipment just needs to be reset. Please complete the following steps before calling IT or the internet provider.

1. Reset your computer
2. Log in and go to www.leadersfurniture.com and navigate through a few pages. If this seems to function properly go to step 3.
3. Log into FROG.
4. Search for a customer and run a daily sales report.
5. If everything is functioning, the reset worked. If not, proceed to the next step.
6. Identify the modem. It should be the first box plugged in (supplied by the cable provider) after the cable comes out of the wall.
7. Unplug the power cable from your modem.
8. Identify the **Router** at your store. (See image below)
9. Unplug the power cable from the **Router**
10. Identify the **Switch** at your store. (See image below)
11. Unplug the power cable from the **Switch**
12. Wait one full minute and plug back in the **modem**
13. Wait five full minutes for the lights to come back on the **modem**
14. Plug the power back into your **Router**
15. Plug the power back into your **Switch**
16. Wait for the lights to come on the **Router** (where there are Ethernet cables plugged in).
17. Restart your computer(s)
18. Log in and go to www.leadersfurniture.com and navigate through a few pages. If this seems to function properly go to the next step.
19. Log into FROG.
20. Search for a customer and run a daily sales report.
21. If everything is functioning congratulations you fixed the concern. Otherwise, contact leaders@allpointpos.com or if email is not possible, call the IT help line at (727) 254-5550



Router



Switch