

### FBI Warning to Reboot Our Routers

Our router has become the most important tech device we have. All of our Internet traffic goes through our router. If our router goes down or becomes infected it can be very serious. Recently, you may have heard in the news that the FBI has issues a [Public Service Announcement](#) to everyone who has a router to "reboot" it. Basically there is a virus that attacks routers so it is important that everyone reboot their router. Your router is somewhere inside your home or office or even in your garage. (Note: Some models should even be "reset" which is a more involved process. See below.) See also [DHS Alert](#) for more info.



FIOS Advanced Wi-Fi Router

FIOS Quantum Gateway

Router color, size, and model may vary

## How to Reboot a Router

It is very simple to reboot your router. Here is how to do it:

1. Locate your router. Some of you might not know where it is or what it looks like. Above are photos of what your router might look like. It may or may not have the name of your Internet Service Provider (ISP) on it (*Comcast, Xfinity, CenturyLink, Qwest, Verizon, Starpower, etc.*).
2. Unplug the electric cord from either end. Find the cord that is plugged into the power strip or electric plug and unplug it either from the back of the router or the plug. If it is plugged into a power strip you can also turn off the power strip. **Caution: If you unplug from the back of the router be careful not to drop the cord behind your desk. Use a twisty tie to secure the cord if need be.**
3. Some routers may have an On/Off switch on the back near the power cord. If yours does you may use that to turn the power off. This is the same as unplugging it.
4. Leave it unplugged/off for one minute. All the lights on the router should go off if you unplugged the correct cord.
5. After one minute plug it back in and wait five minutes for all the lights to come back on the way they were.
6. You can now use the Internet again as normal.

Tip: This is the same procedure you would use anytime you are having trouble with the Internet. Anytime your Internet is not working correctly try the above steps before reaching out for help.

**Warning: Do not "reset" a router unless instructed to do so. A "reset" is different than a "reboot". A reset will erase any settings in the router software and might make it so you will not have Internet after the reset. Generally a reset is performed by using a straightened paperclip to push a reset button on the back of the router. Do not do this unless you know what you are doing or are told to do so. A reboot, which is ok, is simply unplugging the router.**

## Routers That Will Require a Reset

After having read the warning above, some routers will require a "reset" and not simply a "reboot". We should do a complete factory reset and update the firmware on these models. Contact me or your Internet Service Provider if you own any of the following routers:

- Linksys: E1200, E2500, and WRV54400N
- Mikrotik: 1016, 1036, and 1072
- Netgear: DGN2200, R6400, R7000, R8000, WNR1000, and WNR2000
- QNAP: TS251 and TS439 Pro
- TP-LINK: R600VPN

If you need any help locating or rebooting your router let me know.

## More info:

[FBI Public Service Announcement](#)

[DHS Alert](#)

[PC World - Reboot your router to avoid Russian malware, FBI warns: What you need to know](#)

[Forbes - How To Reboot Your Router, Comply With The FBI's Request, And Protect Yourself](#)

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Some of my clients do not realize that my business has expanded to all mobile devices. In fact, any consumer electronic product that you can purchase I can help you with. So if you would like help setting up or syncing your new smartphone or tablet or connecting your new WiFi TV to the Internet, just let me know.

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