Broadband troubleshooting guide

If your broadband connection is down there are a few things you can check before contacting us. We'd suggest working through each step in turn.

1. **Is the broadband working on other devices?**
If yes then try turning on the device that is not working on and off

2. **Check that your router is plugged in, turned on and there are no loose cables**
Make sure that the power cable is plugged firmly into the Hub. Then check that the Ethernet cables are connected. Make sure that you have all the cables plugged into the right holes.

3. **Is the broadband working but at a very low speed?**
Test the speed of your broadband using a free speed test app (e.g. internet speed test-speedchecker). You can check the speed in different rooms. The download speed should be in the range: 30-60 Mbps.

4. **Is there a major fault in your area?**
If you can connect to the internet using a different device (maybe a smartphone) then check the service status page for your provider to see if there's a problem in your area. Run a quick search on Twitter or Google to see if anyone else in your area is reporting internet outages or connectivity issues from your provider. You can also find information about internet shutdowns on the website Down Detector - www.downdetector.co.uk

5. **Turn your router off and then on again**
Turn your router off by unplugging it from the power source. Keep your router off for 2 minutes and then turn it back on again. It can take up to 5 minutes for the router to reboot and be ready for use so be patient. Unplugging your router gives the equipment a chance to clean memory banks and restart tasks.

6. **Change from wireless to Ethernet**
Interference can cause a problem with a wireless connection. Try connecting via an Ethernet cable to your device to see if you still have a lost broadband connection. If connecting directly stops the issue then the router may be the problem. If you've got another router try this to see if the broadband is restored.

7. **Check your extensions**
Extension sockets and leads aren't very good for broadband. Make sure your router's connected directly into the master socket on your line without any extension cables. Your master socket is where the outside phone line comes into your flat. If you've got a double master socket (one with two phone cord sockets) you can connect your router directly, without using microfilters. If you haven't got a double master socket, you'll need to connect your router through a microfilter without using an extension cable.

8. **Change the router channel (phone the provider first)**
Download a free app called wifi analyzer which will scan your area for all the routers and show what channels they are on between 1-13.

9. **Reset your router to default settings (phone the provider first)**
If you've tried everything else reset your router to its factory settings. Resetting the router will erase your password and issue a default one (which you will then want to change for security reasons). Unplug the router and then use a safety pin or paperclip to push the button hidden in the tiny hole at the back of the router. Hold it down for a few moments and plug the router back in.