



Wi-Fi troubleshooting guide

Six things to try, in order, before you buy a new router or ring your broadband provider.

Six things to try, in this order

- 1 Restart properly**
Switch the router (and any separate broadband box) off at the wall, wait 30 seconds, then switch it back on and give it a few minutes to reconnect.
 - 2 Find out if it is the Wi-Fi or the broadband**
Plug a laptop into the router with a network cable. If it still drops while wired, the problem is the broadband line or provider — check their service status page and call them. If wired is fine, carry on.
 - 3 Move the router**
Somewhere central and open, off the floor, away from thick walls, mirrors, metal and the microwave. Not in a cupboard or behind the TV.
 - 4 Update and reconnect**
Check for router firmware updates, update the Wi-Fi drivers on affected laptops, then “forget” the network on the device and join it again.
 - 5 Ease the congestion**
Use the 5 GHz network for devices near the router. Disconnect devices that do not need Wi-Fi. If your router lets you, try a different channel or leave it on automatic.
 - 6 Fix the coverage, not the router**
For dead spots, use a mesh system or extra access points rather than cheap plug-in extenders, which often halve the speed. Plug desktops, printers, TVs and CCTV recorders in with a cable.
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Who to call

- ! Call your broadband provider if...**
the connection drops even with a cable plugged in, the router’s broadband or internet light is red or flashing, or a wired speed test is far below what you pay for.
 - ? Call us if...**
wired is fine but Wi-Fi still drops after all six steps, parts of the building never get a usable signal, or the problems happen at busy times with lots of people connected. A wireless survey finds exactly where and why the signal fails.
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