6 SIMPLE TROUBLE-SHOOTING STEPS
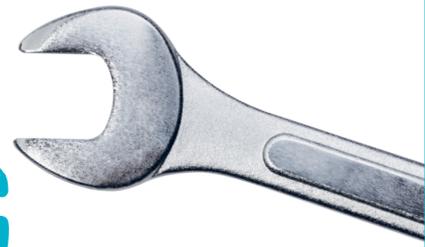
Before you call broadband technical support there are some simple checks you can make yourself which may resolve a slow, intermittent or no connection problem.

If you have Fibre broadband, make sure you read the correct guide.

You should try...

❶ Unplugging your router from the power, leaving a minimum of 30 seconds before plugging it back in. When you power your router back up, the lights on the top should come on in this order:

   A Power light – green and steady.

   B Broadband light – will start to flash for up to 2 minutes before going green and steady.

   C Wi-Fi light – Up to 2 minutes later, this will start to flash green.

   D Internet light – after 2-3 minutes will start flashing green if the Broadband light is green and steady.

❷ Restarting your PC, laptop, tablet, smartphone or any other device you are connecting to the router with.

❸ Changing the broadband ADSL filter (we sent you two – they are small boxes that plug straight in to your main phone socket and enable you to connect your router and phone or other equipment at the same time).

❹ Swapping the broadband cable that connects between your router and the broadband ADSL filter.

❺ If you're not connecting wirelessly, try changing the Ethernet cable, wait 30 seconds and then try connecting to the internet again.

❻ Disconnecting anything else attached to the telephone line, such as card and fax machines, to make sure they aren't interfering with your broadband. Once you've done this, wait around 2 minutes then try opening up a website to see if you can connect to the internet.

HERE TO HELP

You are our top priority and we are here to help you

Technical support.
If you've turned it off and on again and you're still having technical problems, help is at hand:

email **broadband@xlntelecom.co.uk**
or visit **www.xlntelecom.co.uk/faqs**
or call **0808 178 5200**

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