

Wi-Fi, routers & broadband | Easy | 2 min read

How to restart your router properly

Restarting your router fixes a surprising number of internet problems. Doing it properly means waiting long enough, and avoiding the reset button, which wipes your settings.

Before you start

- Tell others in the house, because everyone will lose the internet for a few minutes.
- Save anything you are working on online.
- If you use the router for a landline or TV service, check with your provider whether that will be affected.

Step by step

1. Find the router. It is the box your broadband cable goes into.
2. Switch it off at the power button, or unplug it from the wall socket.
3. Wait at least 30 seconds. This lets it clear its memory.
4. Switch it on or plug it back in.
5. Wait five minutes. Lights will flash while it starts up. Wait until the broadband or internet light is steady.
6. Check your devices have reconnected, and try a website.

Do not press the reset button

Most routers have a tiny hole labelled **Reset** that you press with a pin. Pressing it for several seconds restores factory settings. You would lose your Wi-Fi name and password and may lose the settings your provider needs. Only do this if your provider tells you to. Switching off and on is different and safe.

Good to know

- Do not restart it several times in a row. Give it the full five minutes first.
- The Wi-Fi name and password are usually printed on a label on the router.
- A router that is restarted once a month or so may stay more reliable.

When to get more help

Stop and ask for help if the lights still show a fault after the restart, the router is very hot or smells of burning, or you pressed the reset button by accident and cannot reconnect. Contact your broadband provider if the broadband light stays red or off. Tell us the colour and pattern of the lights.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.