

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

New router or new provider: day checklist

A little preparation makes switching provider or setting up a new router much smoother. Use this checklist so you are not left without internet at the wrong moment.

Before the day

- Check your switch date with the new provider. Most switches in the UK are handled for you, so you do not need to cancel the old one yourself unless told to.
- Make a note of your current Wi-Fi name and password.
- List devices that will need reconnecting: phones, laptops, TVs, consoles, printers, smart speakers and doorbells.
- Make sure any important work is done or saved, in case you are offline for a while.
- Keep your old router. You may have to return it to avoid a charge.

On the day

1. Unpack the new router and read the quick-start guide.
2. Find the right socket. It may be the main phone socket, or an Openreach fibre box.
3. Connect the cables as shown. Do not force them.
4. Plug in the power and wait up to ten minutes for the lights to settle.
5. Connect to the Wi-Fi using the details on the router sticker.
6. Open a web page to confirm you are online.

After you are online

- Change the Wi-Fi password to one of your own choosing. Our guide on changing your Wi-Fi name and password safely covers this.
- Change the router's admin password if it uses a default.
- Install any available updates.
- Reconnect your other devices one by one, and update printers and smart devices.
- Run a speed test and keep the result.

Returning the old router

Follow your provider's instructions and use the pre-paid label if one was sent. Take a photo of the parcel and keep the receipt.

If you have no service on the day

Wait until the end of the day the provider gave you, as switching can take time. If it is still not working, contact the new provider, not the old one.

When to get more help

If you would like someone to set up the router and move your devices over, we can help.

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.