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PlayStation, Xbox and Switch: connection and slow download problems

Games consoles use your home internet for game downloads, updates and online play. If your PlayStation, Xbox or Nintendo Switch says it cannot connect, or downloads are painfully slow, these steps can help. Menu names differ by console, and each has a network test in its settings.

Run the network test

- **PlayStation:** **Settings**, then **Network**, then test the connection.
- **Xbox:** **Settings**, then **General**, then **Network settings**.
- **Switch:** **System Settings**, then **Internet**, then test the connection.

Read any message the test gives. It can point to Wi-Fi, a password or the internet itself.

Check your Wi-Fi

1. See that other devices in the house are online.
2. Restart your router by turning it off at the plug for 30 seconds.
3. Restart the console fully. Do not just use sleep or rest mode.
4. Re-enter your Wi-Fi password if the console asks.

Make it faster

- A network cable from the router to the console is the most reliable option, if the console has a network socket. The Switch needs a separate adaptor.
- Move the console closer to the router or move the router into the open.
- Pause other heavy use such as streaming or downloads on other devices.
- Download big updates at quieter times, such as overnight.

If a download is stuck

1. Pause the download and resume it.
2. Restart the console.
3. If it still sticks, delete the item and start the download again.

Check the service

Sometimes PlayStation Network, Xbox network or Nintendo online services have problems on their side. Check the maker's status page on your phone.

Rest mode downloads

Consoles can download in rest or sleep mode if you turn that option on in power settings. This can save a lot of waiting.

When to get more help

Get in touch if the test fails with every Wi-Fi network, if downloads are slow with a cable, or if you cannot find the network settings. We can check your router and set up a better connection for gaming.

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.