

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

# Router lights explained

The little lights on your router can tell you a lot about what is wrong. Every make is a bit different, so treat this as a general guide and check your router's booklet or provider's website for exact meanings.

## Power

A steady light means the router is on. No light means no power, so check the plug, socket and any switch on the back. If the plug and socket are fine, the power adapter may have failed.

## Broadband, DSL or Link

This shows whether the router has found your line.

- Steady, often white, green or blue: connected to the line.
- Flashing: trying to connect. This is normal for a few minutes after a restart.
- Off, or flashing for a long time: the line may have a fault.

## Internet or Online

This shows whether you have actually reached your provider.

- Steady white, green or blue: you are online.
- Red or orange: the router has a connection but cannot get online. This can mean an outage or a login problem.
- Off: no internet connection detected.

## Wi-Fi or Wireless

A steady or flashing light means Wi-Fi is on. If it is off, Wi-Fi may be switched off in the settings or by a button on the router.

## Ethernet or LAN

These light up when a cable is connected to that socket, and flash when data is moving.

## WPS

This light relates to a quick-connect button. Do not press the WPS button unless you know why, as it can make it easier for others to join your network.

## What to do with a red or orange light

1. Check the cables are secure.
2. Restart the router properly, then wait ten minutes.
3. Check your provider's outage page on mobile data.
4. If the light stays red or orange, contact your provider and tell them exactly which light and colour you can see.

## Take a photo

A quick photo of the lights makes it much easier to explain the problem to your provider or to us.

## When to get more help

If the lights do not match anything you can find, or the router keeps restarting, tell us the make and what you can see.

**Still stuck?** Email [admin@visiontech336.com](mailto: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.