

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

What to do when your internet is down

When the internet stops working it is frustrating, but the cause is often simple. Work through these steps in order before you call anyone.

1. Check it is really down

Try another device, such as your phone. Turn Wi-Fi off on the phone and try mobile data to see if the problem is the broadband. If only one device is affected, the problem is probably that device, not your connection.

2. Check for a provider problem

Using mobile data, look at your provider's outage checker or app. BT, Sky, Virgin Media, Plusnet, TalkTalk, Vodafone, EE and others all have one. If there is a known fault, waiting is usually your only option, and our guide on outages and compensation explains your rights.

3. Look at the router

Check that it is switched on and that the lights look normal. Our router lights guide explains what they mean. A red or orange light, or no light for the internet, suggests a fault with the line.

4. Check the cables

1. Make sure the power cable is pushed in at both ends.
2. Check that the phone line or fibre cable is firmly in place.
3. Look for chewed, bent or squashed cables.
4. If you use a separate fibre box, check that it has lights on too.

5. Restart the router properly

1. Switch the router off at the wall.
2. Wait 30 seconds.
3. Switch it on and wait up to ten minutes for the lights to settle.

Do not press a small **Reset** button with a pin. That is a factory reset, which erases your settings and Wi-Fi details.

6. Restart your devices

Turn your computer or phone off and on again, then reconnect to Wi-Fi.

Then contact your provider

Have your account details ready and tell them what you have tried and what the lights show. If an engineer visit is needed, note the date and time they promise.

When to get more help

If your provider says the line is fine but you still cannot get online, the problem may be your router or settings, and we can investigate.

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.