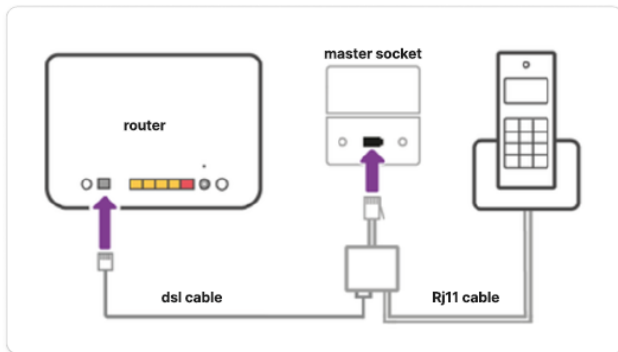


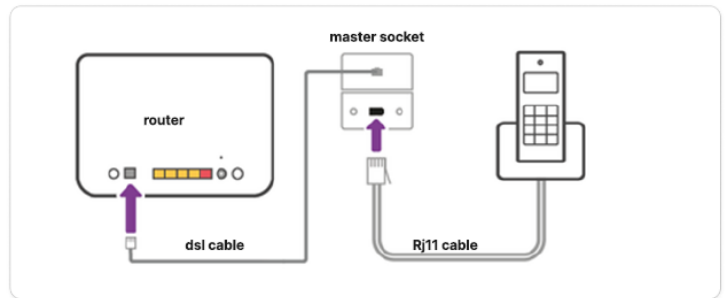
How to check your broadband connection?

Identify your setup

Check how your router is connected:



Setup A



Setup B

If your broadband is not connecting, keeps dropping, or is running slowly before you report in a fault, we've pulled together a few useful checks below.

Change all filters

Filters are the most common cause of broadband problems.

- Filters are cheap and can fail easily
- Always try changing the filter first
- Use a new filter if you have one available



Check the RJ-11 cable

As with the filter check, the circuit needs to be fully operational, especially the connection between the socket and the router itself. Checking all components is vital prior to logging a fault.



Connected to the master socket

Your router should be connected to the master socket, if the router is connected to an extension socket it may not receive the signal.

How to do this?

1. Remove the front cover from the master socket
2. Plug the filter into the test socket
3. Connect your router to the filter

Monitor the connection

- Leave the router connected for a short period
- Check if speeds improve or if the connection stays stable
- If problems continue after completing all steps, please contact us.

Contact us

If you need any help, the quickest way to contact us is via [WhatsApp](#), or you can call us on **0333 014 3131**.