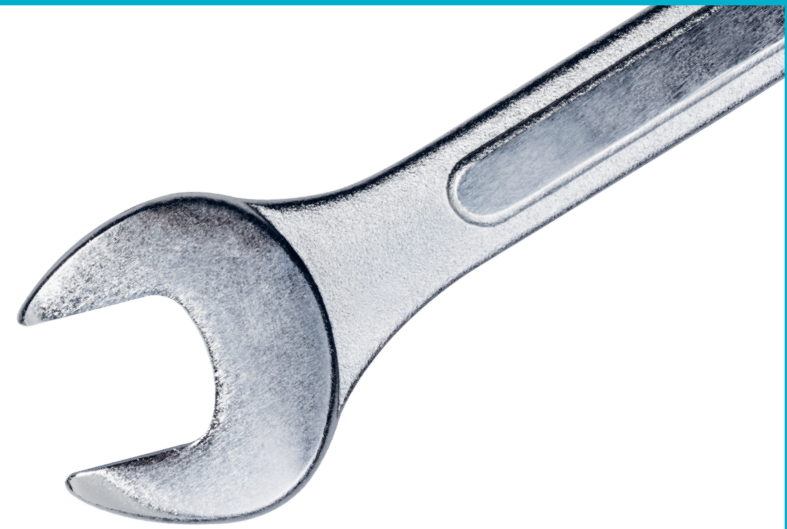


FOUR SIMPLE TROUBLESHOOTING STEPS

Before you call broadband technical support, there are some simple checks you can make yourself which may resolve a slow, intermittent or no connection problem.



❶ Unplug the wireless router from the power, wait 30 seconds and then plug it back in. Allow 5 minutes before trying to connect again.

❸ If you are connecting wirelessly, check your wireless connectivity status and troubleshooting steps directly on your computer or mobile device.

❷ Restart your PC, laptop, tablet, smartphone or any other device which you are connecting to the router with.

❹ If you have tried the previous 3 troubleshooting steps but still can't connect, you can reset your wireless router to the default settings that we preconfigured when we supplied it. But please be aware that your router will erase any non-standard settings.

To reset, use a paper-clip or something similar to push and hold the reset button for 10 seconds. The reset button is found on the back of the router. You'll then need to wait 5-10 minutes for your router to power back up.

HERE TO HELP

You are our top priority and we are here to help you

Technical support.

If you've turned it off and on again and you're still having technical problems, help is at hand:

email broadband@xltelecom.co.uk
or visit www.xltelecom.co.uk/faqs
or call **0808 178 5200**

