

Router Troubleshooting Guide

This guide will help you troubleshoot some of the many problems that you can have with your router.

Reboot the Router:



Remove the power from the back of the router and leave it unplugged for at least 10-15 seconds, then plug back in. Wait 5 minutes for the router to fully load back up and test your internet. This shouldn't be necessary, but some routers seem to need an occasional reboot to keep working well.

Check for Overheating

Like any other electronic device, routers can fall prey to overheating. This overheating can damage the router over time or just make it unstable. Check your router's temperature to see how hot it is. If it seems very hot, ensure that it's getting enough airflow. If the vents are blocked or you have the router in a hot location — like on top of a tower PC that heats up — overheating could be causing instability. It's also possible that prior overheating may have damaged the router.

Verify Cables are Securely Connected



This may sound like a no-brainer, but we sometimes forget to check the most obvious solution before moving on to more complicated ones. Someone may have accidentally pulled on or kicked a cable causing it to unplug or become loose. You should check all of the cables involved and ensure that they're securely connected.

Check the Wireless Button



Most routers will have a wireless button on the outside of the router that can accidentally get pushed and turn off your wireless.

Reset Your Router to Factory Default Settings



This is the last test you should try because it resets your router to factory default as if its brand new out of the box. If you do this then you will have to run the router set up again. If you had any custom settings – like router broadcast name or password – then you will have to reconfigure them. In most cases this is the ultimate fix.

To reset most routers, you need to hold down the reset settings button on the back of the router for 30 seconds.