# Tips and Troubleshooting

You're always welcome to call BAI Connect's technical support team if you have any issues with your services, but here are some tips and troubleshooting steps you may want to try on your own first:

## If your Internet suddenly isn't working:

- **Power cycle your device and/or router.** Rebooting a router is often all you need to do to fix a connectivity issue. Unplug the power cord (the one going into the wall) for about 30 seconds, then plug back in. You should also reboot the device (i.e. laptop) you are using. [For optimal performance, you can proactively power cycle your device once a week].

- **Double-check your cords.** Confirm that all your cables are connected properly and nothing has become unplugged.

- **Hardwire.** Using an Ethernet cable, plug your device directly into your router or Ethernet port on the wall. If the Internet is working, then you know you are having a Wi-Fi issue, as opposed to an actual connection issue.

## If your Internet is working, but your Wi-Fi is not:

- **Clear potential interference.** Metal objects and electronic devices that are too close to your router can interfere with your Wi-Fi connectivity and should be moved elsewhere.

- **Update firmware.** Make sure your router is running the latest firmware available and your devices are up-to-date on their software. If not, then complete whatever software and firmware updates are necessary.

- **Change the channel.** If your Wi-Fi is spotty you may be having issues with interference from other devices. Log into your router and change the channel your router is using. (If you don't know how to log into your router, then contact your router manufacturer for additional assistance).

Your router and VoIP adapters have been installed to a specific location in your home for optimum connectivity. If you would like to move anything, call us for assistance to ensure your connection is configured properly.

# bai connect

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**Office Hours:**
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**Technical Support Hours:**
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