

# Home Wi-Fi first aid



a campaign by  Good Things



Sometimes your home internet might stop working or start going slow. Here are some things you can do to try to fix your NBN or home Wi-Fi connection.

## Check your device is connected to your home internet

Check that your device has Wi-Fi turned on in its settings. Make sure it is connected to the correct internet account and the password was entered correctly.



**Top tip:** If your smartphone can connect to the internet using mobile data but not the Wi-Fi, it is more likely to be a problem with your home internet.

## Is there a blackout?

If the power is out, your home internet won't work! The Wi-Fi should turn back on when the lights and fridge come back on.

## Turn your router off and on

Turning your internet off and on again at the wall can help to refresh your connection. Follow these three steps:

1. Turn off your Wi-Fi router at the powerpoint.
2. Wait 30 seconds and then turn the powerpoint back on.
3. Check all the lights on your router. Only the Wi-Fi light on your router should be flashing.



**Top tip:** Push in any loose cables on your router while you're there.

## Check for outages

Search for internet outages happening near you using a mobile internet connection (eg through your smartphone). You may be asked to type in your location to get information for your area.



**Top tip:** Your telco's official website or app is a good place to look for more reliable information on outages and how to contact them.

## Look for things blocking the connection

Wi-Fi can be affected by microwaves, brick walls, the number of people using it, and even fish tanks! Take a look around the house and see if you can clear a path to the router. Try moving your router to where you use the internet most at home.

## Oh no! It still doesn't work!

If your internet is still not working properly, contact your internet provider.

### Keep learning

To learn more Good Things go to: [www.goodthingsaustralia.org/learn](http://www.goodthingsaustralia.org/learn)

For more information about the NBN and how it works, go to:  
<https://www.nbnco.com.au/learn/optimisation>

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