

## Heartland Fiber Internet Troubleshooting Tips

When it comes to internet connectivity, you're only as fast as your weakest link.

The signal from the provider, the servers you pull information from (i.e., Facebook, Netflix, Hulu, YouTube), the modem /ONU, the router, and your devices **ALL** must be working properly for a smooth internet experience. The most common issues experienced usually originate in the router, whether it be internal issues or Wi-fi coverage issues.

Here are some quick troubleshooting tips to help you narrow down where the issue may lie with loss in connectivity:

When you lose internet connection with a wireless device:

1. Verify your modem/ONU and router are plugged in and indicating operational lights (power, etc.)
2. Make sure the fiber line and all cables are inserted properly
  - a. The fiber line should not be unplugged from the modem but make sure there are no kinks or really tight bends in the fiber line – indoors or outdoors
  - b. The ethernet line from the modem/ONU to the router should be fully inserted into the "Internet" or "WAN" (sometimes colored) port
3. Make sure you are connected to your wireless router via the Wi-Fi settings in the device which has lost service.
4. If you are connected to the router with no internet access, try another wireless device and see if you get the same results
5. If you still have no internet access after trying multiple devices, try restarting the router. Routers are mini-computers that run 24/7 and handle the traffic of all the internet throughout the household. Sometimes a reset can get things back to normal
  - a. Routers can be reset by either:
    - i. Power switch/button
    - ii. Reset button\*\* (usually located on the back & will require a pin or paperclip to push)  
\*\*Holding the reset button down for more than 5 seconds can result in a factory reset on the router in which you lose all settings and the router must be re-installed  
**NOTE:** Some routers, such as Google Wifi systems, only have a "factory reset" button on them. **DO NOT** push this button unless you are purposely trying to do a factory reset.
    - iii. Unplugging or disconnecting the power cord
  - b. Once the router has been reset, please give the router time to fully reboot (3-5 min)
6. Once the router has fully rebooted, check to see if you have internet access on your device
7. If you still have no internet access, are you able to hardline your computer into the modem?

- a. A hardline into the modem/ONU requires an ethernet line running from the modem, plugged directly into the computer *instead* of the router.
  - b. Your computer would require an “lan” or “ethernet” port in order to do so
8. If there’s no internet access through a hardline into the modem/ONU, a bigger issue is possible. Please contact Heartland Fiber for additional assistance.