Your Home Router

Installation, Troubleshooting and Tips

You've purchased an internet package and now you'd like to get your WiFi network set up. In order to do so, you'll need a router to connect to your modem. Use this guide to get your router set up and to troubleshoot any issues that may arise.

Initial Set-Up

- 1 First, connect a laptop or desktop to your modem directly with an Ethernet cord to ensure that your internet is online.
- 2 Next, unpack your router and follow all the instructions given by the manufacturer.
- 3 Connect your router to a power outlet to power it on.
- 4 Once your router is powered on, connect it to the modem with an Ethernet cord.
- On your laptop or desktop, connect directly to your router with an Ethernet cord. Bring up a browser while connected to the router and follow the manufacturer's insturctions to set up your WiFi network.

Slow Connection? This Could Be Why.

In general, if you're using your internet connection appropriately, you shouldn't experience slow internet speeds. However, if you find that you do experience slower speeds, consider these 3 common explanations first:

- 1 There are too many devices connected at one time.
- You are out of range of the router's WiFi
- 3 The router needs a firmware update

If you are experiencing slow speeds, we recommend running a speed test to help diagnose why you may be getting those speeds. Not sure how to run a speed test? Check out our Speed Testing Guide:

View The Speed Testing Guide



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Troubleshooting Your Router

The Golden Rule:

Always start with a powercycle. In other words, try turning it off and turning it back on again. To properly powercycle, turn the router off and disconnect the router from the modem. Disconnect the router from the power source. Next, unplug your modem and unscrew the round coax cord. Let this completely power down for a minute.

Reconnect the modem to the power source then connect the coax cord back to the modem. Connect your router back to the power source then connect the router to the modem.

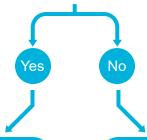
Wait for services to come back online. Note, this could take anywhere from 3 to 5 minutes. While you wait for your services to come back online, powercycle your devices as well.

What to do if the powercycle fails to restore your connection:

If your services do not come online or you are still experiencing slow speeds take the following steps to determine where the source of the problem is:

Disconnect your router from the modem. Use an Ethernet cord to connect a laptop or a desktop computer directly to the modem.





Contact the manufacturer of your router for assistance. Since your modem is still providing the internet connection properly, the problem lies with your router.

Contact Astrea for assistance. If your modem is not connecting proplerly to the internet, we have to troubleshoot from our end.

Get In Touch With Us:





