

What to do if you think your connection is running slow, or if you see a lot of buffering. V1

In order to get wifi to every room people in large houses have deployed extra boosters, and these do cause problems if not configured properly. Problems with buffering will probably be down to your own device, or your indoor wifi network, not the B4RN connection.

This is how to check and fix it.

1. **Check the connection with another device**, it may be that your computer or phone is overloaded. If you are happy your own device is ok, move to the next step.
2. **Check that you are connected to your B4RN router** and not another source (e.g. 3G or a repeater).
3. **Check that you are close enough to the access point** you are connecting to (ie. within range).
4. **Try connecting to a different website**, as the website you are trying to reach may be having issues.
5. **Connect your device with an ethernet cable directly to the B4RN router**. Once connected, test with that, and if it works ok on the cable, this will narrow down the problems to WiFi.

If you have done all these things and the connection is still faulty or slow, then the chances are the router may need to be rebooted. To do this you can either pull the power cord out of the router or turn it off at the plug. Make sure all the lights go out, then power it up again. This will usually correct any issues the B4RN router may be having. (make sure if you have any repeaters they are turned off first and turned back on last)

If you have decided your problems are with the WiFi

Check you have not changed any settings on the B4RN router by accident (e.g MAC filtering).

Check you haven't turned the wifi off by holding down the WPS button for too long (toggle).

- If you have your own WiFi network using repeaters or other routers, issues may arise when you reboot or if there has been a power cut.
- Please power down all devices including homeplugs and powerline adapters and let the B4RN router boot up **before** you turn them on again.
- If you have repeaters, or another wifi access point on the end of homeplugs or ethernet, please turn them off before you reboot. **This is very important.**

If you suspect you have had a power cut, or if someone has unplugged the B4RN router, and left other wifi parts of your network on, then please power down **EVERYTHING** and let the B4RN router finish booting up before you plug your network back in. It is essential that the first device to wake up is your B4RN router, as this is your access to the internet. If the other devices boot up first they may try to take control of your network unless you have programmed them correctly. There are full instructions supplied with most of these devices, or you can google the make and model and download them. The most important setting to check on your wifi repeater is called DHCP. There is usually a tick box for this which should be left empty. If you feel unsure about doing this and don't know anyone who can help there are smaller computer shops who can advise, or local chaps who don't overcharge who can help with your network. Their contact details are on your [welcome packs](#). Failing that you must **remember to reboot after a power cut with all your own wifi network switched off**. You could also invest in a battery backup to stop the B4RN router losing power, details here: [ups guide](#) **Alternatively you can do this:**

"I solved the problem of an extender booting before the B4RN router after a power cut by plugging my extender into a RCD like the ones that you use for garden electric tools. When the power goes off it automatically trips and then prevents the extender coming back on before the B4RN router has rebooted."

It is as well to be aware of these problems and to try rebooting everything in order before contacting the B4RN help desk. The B4RN helpdesk number is: 01524 238499 or email: techdesk@b4rn.org.uk

Please note, that the fastest connection will always be achieved by using an ethernet cable, if you connect by any other means, wifi, home plugs or repeaters, etc, the connection will always be slower, but if they are set up properly they should always work.