Self Help Guide or What to try when things go wrong.

The wifi password doesn't work

- The wifi password is on the label on the front of your router it's labelled **WPA key**. If you have one of the new routers don't confuse it with the 'password' which is the admin password for the router settings.
- Check that you are not confusing Z with 2 or a S or a 5
- If you have an ipad or iphone you can't see if you have entered the password correctly, the way round this is to type the password into a note then copy and paste it into the password box

The internet connection isn't working

Look at the lights on the router

- If the one on the left is lit, you have power to the router. If it's off, check the socket with a table lamp or similar. If the socket's OK, you need our help
- The light next to the power light is the internet connection light, this light flickers on some models and is solid on others. If that is on your router is connected to the internet and the problem is on your home network. **<u>Important</u>** - Disconnect everything from the router, turn off any repeaters/boosters, reboot the b4rn router, (switch it off wait 15 secs then turn it back on), wait until it has fully booted (4 -5 min on the older model routers) then test it, and start connecting things again.

  If the connection light is off, you have a bigger problem – call or email the helpdesk and someone will get back to you within a few hours

- The right hand light shows if your router wifi is working. If it's not someone may have accidentally turned it off by pressing the WPS button for more than 10 seconds. If this is the case, you can turn it back on the same way – hold the button in for 10 secs or until the lights flash and this will toggle it back on.

To contact us, please ring 01524555887 and leave a clear message with your address and the symptoms.

Or email helpdesk@b4RN.org.uk and we'll reply to the message as soon as we can.