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Broadband Checklist

If you are having issues with your broadband connection, going through the items on this checklist may help to solve your problem

- Switch the Modem off for 10 seconds and switch it back on.
- Check that all cables are properly plugged into the back of the Modem. They should be tight enough that they cannot be removed by hand.
- Where possible, connect to 5ghz WiFi rather than 2.4ghz. Devices that support 5g will show an available Wifi connection as the name of your broadband connection followed by – 5g
- Position your Modem in an upright position and out in the open. Avoid placing it on its side, on the floor or behind your TV.
- Keep your Modem in a central location in your home and close to where it will be used the most.
- Keep your modem away from devices that may interfere with the signal such as microwaves, baby monitors, Bluetooth devices and cordless phones.
- Where possible, connect non portable devices using an Ethernet cable wired connection. This is highly recommended for Smart TVs, Gaming Devices and PCs or Laptops used for working from home.

Visit our website at <https://www.cablecomm.ie/support/broadband-support/how-to-connect-a-cable-modem-with-an-ethernet-connection/> for help with connecting with an Ethernet cable.