

# 5G Wireless Broadband troubleshooting: Poor or no signal

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In this article, we'll take you through some common 5G Wireless Broadband troubleshooting scenarios. We've included steps for improving the strength of your signal, not being able to connect and tips to get you back online.

## I have no 4G signal

You'll need to be connected to the 4G network before the modem can begin searching for a 5G signal. The centre light will remain **red** until a 4G signal has been found.

For a complete list of signal light definitions and suggested actions, refer to your [quick start guide](#).

If the central 4G signal indicator is **red** and all other lights on your modem are off, follow the steps below:

1. Switch off your modem and disconnect it from the power outlet
2. Move your modem to a different location, try close to a window or a different room
3. Connect your modem to a power outlet at the new location and switch it on

4. Check the status of the signal lights: If the 4G light is still **red**, contact our technical support team. If the 4G light is **green** and there are no other lights, refer to our steps for troubleshooting poor/no 5G signal below.
5. You may have to repeat the cycle several times to find the best location to position your modem.
6. You can rotate or adjust the height of the modem as this may improve the strength of your signal.

**Note:** The signal direction lights are used to find the best **5G** signal. You won't be able to use the direction lights to find a 4G signal.

### **Poor or no 5G signal**

If the central 4G light signal indicator is **green**, but the 5G LED is off, follow the steps below:

1. Switch off your modem and disconnect it from the power outlet.
2. Move your modem to a different location.
3. Connect your modem to the power outlet at the new location and switch it on.
4. Check the status of the signal lights. Each signal direction light will blink one by one, indicating that the modem is searching for a signal. Once the modem has finished searching, one of the signal direction

lights will remain on

5. Rotate your modem in the direction of the white light

**Note:** You may need to repeat the process several times to find the best 5G signal in your home.

### **Still having trouble?**

If you've followed the steps above and you're still experiencing a poor signal, contact us.

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