



Troubleshooting Internet Issues

Connection Problems

If you're experiencing connection issues, try these steps before contacting support:

- Step 1: Check if the issue affects all devices or just one
- Step 2: Restart your router by unplugging for 30 seconds
- Step 3: Check the NovaConnect app for outage notifications
- Step 4: Verify all cables are securely connected
- Step 5: Try connecting via ethernet cable to rule out WiFi issues

Slow Internet Speeds

Experiencing slower than expected speeds? Here's what to check:

- Run a speed test at speedtest.novaconnect.com
- Connect directly to router via ethernet for accurate test
- Check how many devices are connected to your network
- Ensure no large downloads or updates are running
- Position your router in a central, elevated location

WiFi Signal Issues

Poor WiFi coverage? Try these solutions:

- Move router away from walls, metal objects, and appliances
- Use 5GHz band for speed, 2.4GHz for range
- Consider mesh WiFi extenders for larger homes
- Update router firmware through the NovaConnect app

Contact Support

If issues persist after trying these steps, contact NovaConnect support:

- Phone: 1-800-NOVA-HELP (1-800-668-2435)
- Chat: Available 24/7 in the NovaConnect app
- Online: novaconnect.com/support