Bypassing a Router

1. Identify if the customer has a device with which we can bypass – desktop computer if located next to the WiFi router or a laptop which an ethernet port.

2. Turn off the router at the power point.

3. Remove the WAN/Internet cable from behind your router and connect it to the device you are bypassing with. * This will be the cable that connects your router to the data socket to the wall *

4. Test the internet connection on this device by opening a frequently used application/website such as Google, Online Banking or Emails.

5. If no connection try restarting the device. Once device is back on test an internet application/website again.