Gigaclear
Ultrafast Fibre Broadband

How to re-boot your Gigaclear router

The Gigaclear Genexis router has been selected for its advanced performance functions and stability. Occasionally, it may be necessary to perform a re-boot of your router to restore service. In general operation, it is not necessary or recommended to 'routinely' re-boot your router, and it should only be performed after experiencing certain conditions.

A re-boot effectively resets your router settings and returns it to normal operating conditions.

This is not to be confused with a 'factory default reset' which will overwrite any personalised settings such as passwords and return the router to its original factory default state. This should not be performed under any circumstances without the advice of a Gigaclear Customer Service Agent or Gigaclear Engineer.

When and why should you re-boot your router?

If you are experiencing a sudden loss of your Gigaclear ultrafast fibre service, and the router lights are not are not as normal and appear to be 'hanging' with no changes or blinking, before calling Gigaclear Customer support, you should first try to re-boot your router.

Sometimes, some external events may affect your service such as a power cut and a planned maintenance outage, (you will be advised of these in advance) it may be necessary to re-boot your router. You should only re-boot your router if mains power has been restored to normal and any planned maintenance window has passed.

How to re-boot your router

Before re-booting your router it is important to disconnect or power off any network connected devices such as wireless extenders, boosters and network music streaming systems such as Sonos. This is because these devices will recognise when the router is not working and attempt to take over some of the router's prime functions which will mean you will not be able to bring your router back into normal service.

- **Once these devices have been switched off and disconnected from your router, turn your router off at the mains electrical wall switch.**

- **Wait 30 seconds.**

- **Turn your router back on again at the wall switch.**

- **The lights as detailed below should blink while the router powers itself up, and after a few minutes solidly illuminate indicating normal status.**

- **It is now safe to reconnect your network connected devices.**

Power

Optical Link

This means the router is receiving light down the fibre, and generally this shows the fibre and fibre connections are in good shape.

Data Link

This means the router has established a data connection to the street cabinet, you should be able to connect equipment and proceed to activating or using the service – Note occasionally when this is not lit, the solution is to check that the top part of the router is clipped in properly and has not been knocked loose. It is quite rare to get Optical link, but not get Data Link within a few minutes.

Internet Access

This means the router can see the Internet. If you cannot get access to the internet, then it is usually an issue in the home, such as wiring or wireless.

If you are still experiencing issues, please follow our guide to speed testing which can be found in this FAQ section of our website, and then contact Gigaclear customer service on 01865 591131 or email at info@gigaclear.com

The Gigaclear Team