

I am facing connection drop through the router. What can I do to solve the problem?

Solution:

1. Note the number of devices on which the issue is faced
2. Check if the connection drop is only wireless or wired as well
3. Check if there is any change in the LED status during the drop
4. Confirm whether the issue is from the ISP end or through the router
5. If issue is through the router, do a reset and reconfiguration as per basic connectivity
6. Monitor the connection until next drop is faced
7. Monitor connection through the ISP during the drop from the router
8. Try locking WAN link speed
9. Try assigning DNS manually
10. Test for physical connections
11. Upgrade the firmware if not latest
12. Test the ISP line with a test modem
13. If Test modem works fine and issue persists with only Digisol router, RMA the product