

5G – Disconnection

Description

Some 5G users may face sudden drops in connection. This usually happens due to coverage gaps, network congestion, or signal interference, causing interruptions in browsing, streaming, or calls.

❖ Steps to Help You Get Back Online

Let's try a few simple steps to fix the issue:

- Restart the CPE Device and Check Connections

Step1: Power off the CPE, wait 30–60 seconds, then turn it back on to refresh the connection to Ooredoo's 5G network.

Step2: Check the power adapter, ensure it is firmly plugged in and that the CPE shows the correct status lights.

Step3: Inspect cables, confirm there are no loose connections or power issues.

- verify signal strengths & placement

step1: Place the device in a central, open, and elevated area. Avoid walls or other electronic devices nearby, as they can affect signal quality.

Step2: Make sure your mobile phone is connected to the modem's Wi-Fi network.

- **Checking connection**

Step1: Ensure the number of connected users does not exceed 8–9.

Step2: Confirm that the VPN is disabled.

Step3: Disconnect from any router and test the connection directly.

Step4: If the issue persists, press and hold the small reset button on the modem for about 10 seconds.

- **Still Having Trouble?**

If the issue continues, we're here to help. Please reach out to us through one of the following support channels:

 **WhatsApp:** 7900 1500

 **Fixed Line Support Center:** 1514