

Online Gaming Basic Troubleshooting

- 1. Check server availability** for your console or specific game
 - Xbox Live users go to support.xbox.com/en-US/xbox-live-status
 - Playstation Network users go to status.playstation.com/en-us/
 - PC and Mac users go to gametracker.com , you will need to search for your specific game.
- 2. Check your router settings**, Port forwarding may need to be activated for certain games (this will commonly show up as a NAT error)
 - Port forwarding can be set up with step by step instructions specific to you console and router/modem by visiting portforward.com
 - If you continue to receive a NAT error please contact JADE Customer support at 719-589-5140
- 3. Check your network connection speed**
 - Most online games require a minimum of 3 Mbps Download and 0.5 Mbps Upload.
 - To test your connection speed go to speedtest.net , for the most accurate results choose the Pueblo, CO server.
 - If your connection speed is below your package threshold Please refer to our connection troubleshooting guide or contact JADE Support at 719-589-5140