Resolving Common PS3 Connection Problems

FiOS speed can enhance your PS3 gaming experience, but sometimes your system settings, game server, software, or equipment can cause connection problems. PS3 help is not officially part of FiOS support, but here are a few ideas that can help resolve common PS3 connection issues.

Tip 1

Run the [Verizon Broadband Speed Test](#) on your computer. If your internet connection is working properly, the console settings or PlayStation Network is likely causing the problem.

For more information, visit: verizon.com/support or @VerizonSupport on Twitter
Tip 2

When possible, use a wired connection. This will be faster, more reliable, and less prone to interference.

Tip 3

Test your PlayStation Network Connection by selecting Settings > Network Settings > Internet Connection Test on your console. If you find a problem, try the Troubleshooting Wizard on the PlayStation Support Site.

For more information, visit: verizon.com/support or @VerizonSupport on Twitter
Try a static IP address. If you are connecting with multiple devices, this will ensure your gaming console connects to the same IP address each time. Get detailed instructions here.

IP Address 192.168.1.9
Subnet Mask 255.255.255.0
Default Router 0.0.0.0
Primary DNS 0.0.0.0
Secondary DNS 0.0.0.0

Restart everything.
Reboot your console, router, and other network equipment.
**Tip 6**

Make sure Universal Plug and Play (UPnP) is enabled.
Log into your router, visit the advanced tab, and make sure that UPnP is enabled. For more detailed instructions view this video.

![Universal Plug and Play](image)

**Tip 7**

Set your NAT type to “open.” If you can’t join online games or hear other players, your NAT (network address translation) type may be “Strict” or “Moderate.” Learn how to adjust your NAT settings here.

![Settings and Connection Status List](image)

Links to verizon.com  
External Links

For more information, visit: verizon.com/support or @VerizonSupport on Twitter
Tip 8

Visit the Verizon Support Forums.
There are many gaming experts in the Verizon community, and most are happy to help. Search your specific issue "here".

Tip 9

Contact PS3 support, or your game manufacturer.
Some game networks require specific settings to work properly. For example, you may need to set up "port forwarding" on your console to connect to the game server.

For more information, visit verizon.com/support or @VerizonSupport on Twitter