

Troubleshooting Your Wireless Connection

PROBLEM:

My WiFi is Slow

The Golden Rule

Always start with a powercycle. In other words, try turning it off and turning it back on again. To properly power-cycle, disconnect the power supply from your modem or router AND the coax cord from the back. Leave it unplugged for about 30-60 seconds. Reconnect the power supply, then the coax and wait for the modem to reboot.

Disconnecting both cords gives the modem a chance to reset, disconnect from the entire network, remove any static and begin fresh with a new connection. If you're on the phone with us and we do ask you to powercycle, it's because we haven't seen a clean drop from the network

How to Resolve Wireless Speed if the Powercycle Fails

If you have your own router, you will need to powercycle that as well. Once the network is back up, run a speed test using www.speedtest.net. Ensure all your household devices are disconnected from the WiFi. Connected devices will skew the results of the speed test.

It is not recommended, but if you are running a speed test wirelessly, ensure you are running the test on 5.0ghz frequency band and you are not utilizing the WiFi for any other activity but the speed test.

Evaluating Your Speed Test Results

"I'm Getting About The Same Speed as What I Pay For"

If you are receiving the speed that you are paying for, you may be hitting the max of usage for the speed provided. You're using more internet than the speed you have can deliver without buffering or slow load times. This is a key indicator that you may need to upgrade your speed package.

You can test your usage on a laptop in your task manager on a PC or the Activity Monitor on a Mac. From there, you can see the utilization of your network. If you notice peak usage times in your household where the network is nearing 100 percent, you will want to consider a speed upgrade.

Shortcuts to Access the Activity Monitor

MAC

⌘ + ⇧ + ⌵

Windows

Ctrl + Shift + Esc

*"I'm **Not** Getting Near The Same Speed as What I Pay For"*

If you are testing wirelessly, you will need to directly connect to your modem and run a speed test directly as the results from testing wirelessly may not be as accurate.

However, if you can't directly connect, try your speed test from another device. Ensure you are physically close to the modem or router. If you are away from the modem or router you may experience a dead spot in your WiFi network. If that is the case, you may want to consider Whole Home, wall-to-wall WiFi service.

Your speeds may be suffering if your modem needs a firmware update. Give us a call at 800-236-8434 and we can update this for you. If you have your own router, you will need to contact the manufacturer of your router to complete that update. Furthermore, if you have your own router you may simply need a new or faster router.