

## **Troubleshooting a Slow Connection**

### **1. Troubleshoot Your Hardware**

- a. Reboot your modem/router (power the modem/router down then turn it back on).
- b. Ensure that your modem/router are plugged into an electrical outlet.
- c. Check the other devices in your network to see if their connection is slow. If the problem only occurs on one device, then the issue is with that device.
  - a. If the problem is with a single computer or device, run a full scan with your antivirus and anti-malware software to ensure that there are no malicious programs hijacking your bandwidth.
- d. If the problem is still not solved, please contact our technical support team for advanced diagnostics and troubleshooting.

### **2. Turn Off Bandwidth-Hogging Plugins and Apps**

- a. Video chatting (FaceTime, Skype), online gaming, large file downloads, and/or video streaming (Netflix, Hulu, etc.) use large amounts of bandwidth, slowing down the connection.
- b. Extensions like Adblock Plus and FlashBlock prevent bandwidth-hogging ads, animations, and videos that can negatively affect your Internet connection.

### **3. Check Your Wi-Fi Signal**

- a. **Find the best location for your Wi-Fi Router.**

For optimal signal strength, place your router in an open space—preferably in the center of your home or business—point the antennas perpendicularly, and elevate the router on a desk or stand.

- b. **Get Rid of Interference from Other Appliances**

Cordless phones, microwaves, baby monitors, and other appliances can interfere with your wireless signal. If you suspect another device is interfering with your wireless signal, try moving your router away from any of these appliances.

#### **4. Prevent unauthorized users from connecting to your network**

- a. Make sure your Wi-Fi Router is secured and has a password that contains a combination of letters, characters, and numbers.
- b. If you're unsure of your router/modem security settings, contact our technical support team for account setting retrieval and diagnostics.