

Troubleshooting Slow Internet

1. Disconnect all devices from WIFI. Shut them completely off or completely disconnect from WIFI.

(Testing over WIFI is unreliable, WIFI has many variables that can influence speed test results, testing over WIFI is not recommended)

2. Hardwire a laptop computer or desktop computer to the router with an Ethernet CAT5e. The router is usually a Visionnet or Calix Gigacenter. Use port 1, 2 or 3 on the router.

Disconnect all other hard wired Internet devices from the router.

3. Open a web browser on the one hard wired device and enter www.speedtest.net into the address bar. Ignore all ads as this is a free website. Click the green button in the center of the screen that says "Begin Test". Run multiple tests. Write down your results of download and upload. If the download is showing 80% of your subscribed speed the problem is not the Internet connection. You can also run tests using

<http://speedof.me>.

Results can vary on different test sites.

Most common causes of perceived slow Internet are results of:

High bandwidth usage: Too many devices accessing the Internet and consuming available bandwidth, streaming media consuming bandwidth such as YouTube, Netflix, Hulu, and Amazon Prime. Background updates downloading on devices automatically, downloads of large files, games, movie files, etc.

Wireless Constraints or Interference: Bandwidth over wireless can vary, based upon the signal strength, end device antenna, wireless interference, data overhead, and other environmental factors.

In order to determine if the problem is the Internet connection, Peoples technicians will require testing to be performed as outlined above. If you require further assistance please contact us at 913-757-2500 or the Helpdesk at 866-681-2085.