Basic Internet Troubleshooting

Issue/Question

- My home Internet is slow or unreliable.

Environment

- Franklin Pierce University
- Staff, Faculty, or Students
- Remote Access

Explanation

If your home Internet is slow or the connection is unreliable, this document contains some troubleshooting tips you can try.

Resolution

- Conduct a speed test on multiple websites to determine if the issue is your Internet or just a particular website
    - You can also conduct a speed test on your phone to determine if it has a faster connection
    - Free speed test resource: www.speedtest.net
- Move to a spot closer to your wireless router
- Make sure your router isn't overheating; if it is, relocate it to a well-ventilated, open area
- Disconnect and then reconnect your router and/or modem
    - If disconnecting doesn't work, try completely rebooting your router and/or modem
- If you have many devices using wireless at the same time, try disconnecting one or two you aren't using
    - If you aren't using your phone, try turning off its wi-fi or setting it to airplane mode
- If you have multiple high-bandwidth applications open simultaneously, try closing one or two
    - Video streaming and online gaming are high-bandwidth applications
- Use your mobile phone as a hotspot to connect to the Internet
- Use your mobile phone to call in to Zoom meetings — this helps split the bandwidth between your phone and your computer
- Switch to using your mobile phone and cellular data if your plan allows it
- If possible, connect to a wired Internet port using an Ethernet cable.