



A guide to...

Broadband Troubleshooting.

Slow speeds

If you are experiencing slow speeds, please follow the steps below to resolve the issue.

1. Reboot your equipment

Power down the router for 30 seconds, power back up. Reboot your PC.

2. Check for any noise on the line

Any noise/interference on the line will have an adverse effect on your internet connection. Please refer to Phone Troubleshooting – Noisy Line

3. Check setup

Connect Ethernet cable from your PC direct to your router to check speeds. If the speeds are good with the Ethernet cable and it's the WiFi speeds that are slow, please refer to WiFi roubleshooting.

4. Check the speeds your line is capable of receiving

Please check the following link to see the speeds for your line
<https://daisygroup.com/broadband-availability-checker/>

5. Speed test

Run a speed test on <http://speedtest.btwholesale.com/>, following the instructions and ensuring no other Internet applications are in use.

6. Check Physical Setup

If the router plugs into a microfilter, please replace this to eliminate a faulty microfilter. Check direct from the test port – please refer to Phone Troubleshooting – Test Socket