

## PC Slowness/Lag

Prior to submitting an IT Ticket, please take the following steps.

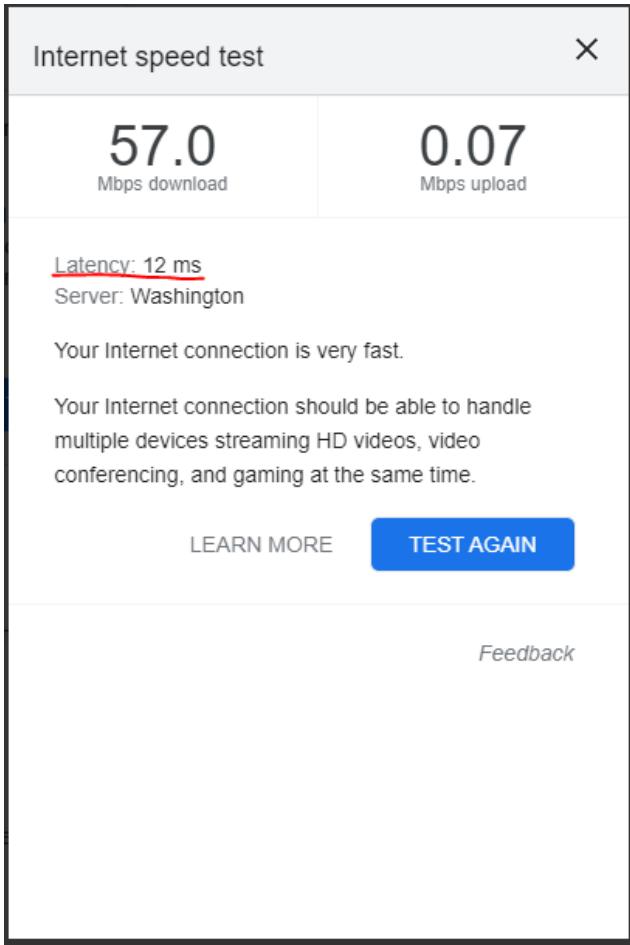
1. Close out all webpages, apps, and reboot them.
2. Clear Cache & Cookies and reboot all apps/webpages.
3. Shutdown and unplug your PC. If possible, reboot your Router and then restart your PC.

If The problem continues:

4. Open google and search “speedtest google” and select “Run Speed Test”

The screenshot shows the "Internet speed test" screen of the SpeedTest app. At the top, it says "Internet speed test" and has a signal strength icon. Below that, a text box contains the instruction: "Check your internet speed in under 30 seconds. The speed test usually transfers less than **40 MB of data**, but may transfer more data on fast connections." Underneath, there's a detailed explanation about the test: "To run the test, you'll be connected to [Measurement Lab \(M-Lab\)](#) and your IP address will be shared with them and processed by them in accordance with their [privacy policy](#). M-Lab conducts the test and publicly publishes all test results to promote internet research. Published information includes your IP address and test results, but doesn't include any other information about you as an internet user." At the bottom left is an "About" link, and at the bottom right is a blue "RUN SPEED TEST" button, which is highlighted with a large red oval.

- If your internet speed/latency is above 5 continue to the next step if it is below 5 go to Step 6.



5. Please go to the link below and submit a ticket and include the items listed.  
<https://clearone.atlassian.net/servicedesk/customer/portal/1/group/1/create/1>
  - System Issue
  - When Issue began
  - What steps you have taken to resolve the issue
  - How you can be reached for follow-up
  - Screenshots of your speed test to show internet connectivity and any other error messages
6. If your speed/latency is below 5 the issue is with your internet connection. and you should reach out to your internet for troubleshooting options.
7. Be sure to send your management team updates regarding your connection status.