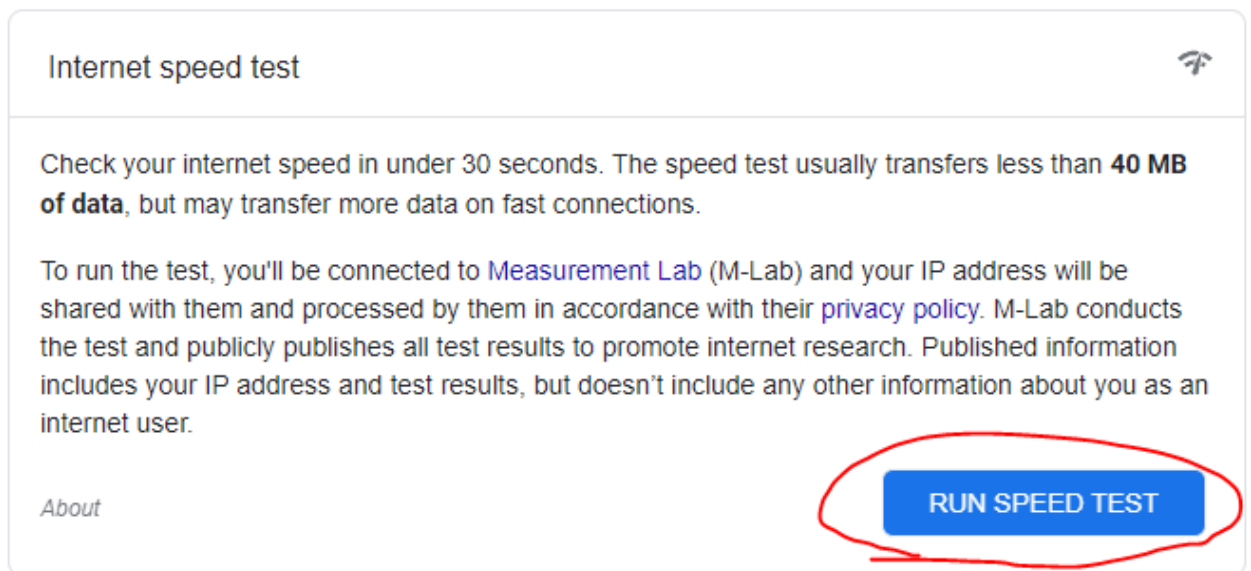# PC Slowness/Lag

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"
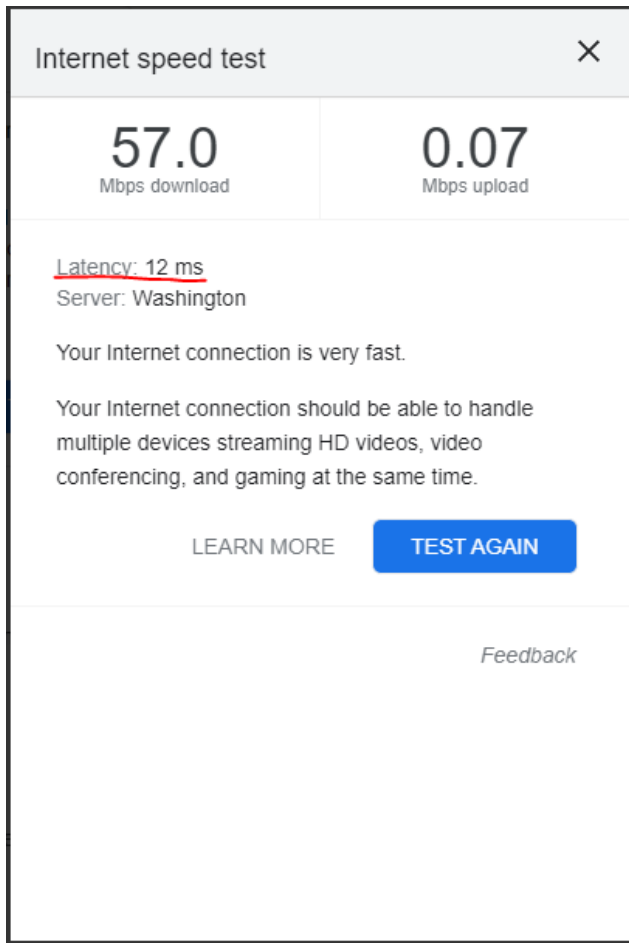

- If your internet speed/latency is above 5 continue to the next step if it is below 5 go to *Step 6.*

Internet speed test ✕

57.0
Mbps download

0.07
Mbps upload

Latency: 12 ms
Server: Washington

Your Internet connection is very fast.

Your Internet connection should be able to handle multiple devices streaming HD videos, video conferencing, and gaming at the same time.

LEARN MORE   **TEST AGAIN**

Feedback

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.