TROUBLESHOOTING GUIDE FOR NETWORK PROBLEMS/ OR SLOW INTERNET

STEP 1: IDENTIFY THE PROBLEM

1. **Check Device:**
   - is the problem affecting one device or multiple devices?
   - if it's one device the issue may be with that specific device
2. **check internet speed:**
   - use an online speed test (like speedtest.net) to check your current internet speed. compare the result with your subscribed internet plan
3. **check for outages**:
   - contact your internet service provider(ISP) or check their website/ social media for any reported outages in your area

STEP 2: BASIC TROUBLESHOOTING

1. **Restart Your Device**
   - restart the device experiencing connectivity issues
2. **Restart Your Modem/ Router**
   - unplug the power from your modem / router
   - wait for about 30 seconds and plug it back in
   - wait for all lights to stabilize before testing the connection again
3. **CHECK CABLES AND CONNECTIONS**
   - ensure all cables are securely connected (power, Ethernet, coaxial etc.)
   - look for any visible damages to cables
4. **SWITCH TO WIRED CONNECTION:**
   - if using Wi-Fi, try connecting your device directly to the router with an Ethernet cable to see if the issue persists

STEP 3: CHECK WIFI SETTINGS

1. **Check Wi-Fi Setting Strength:**
   - move closer to the router to see if the signal improves.
   - check if there are any obstructions (walls, furniture) between your device and the router

2. **Change Wi-Fi Channel:**
   - Access your router settings and change the Wi-Fi channel to reduce interference from other networks

3. **Update Router Firmware:**
   - log into your router's web interface and check for firmware updates

4. **Change Wi-Fi Frequency Band**:
   - if your router supports both 2.4GHz and 5GHz bands, try switching to the other band.

STEP 4: ADVANCED TROUBLESHOOTING

1. **Check Network Settings:**
   - ensure that your device is set to obtain an IP address automatically(DHCP)
   - for windows, go to Control Panel > Network and Sharing Center > Change adapter settings > Right-Click on your connection > Properties > Internet Protocol Version 4(TCP/IPv4) > Properties.
   - Ensure "Obtain an IP address automatically" is selected.

2. **Flush DNS cache**:
   - For Windows: open command prompt as Administrator and type
   - ipconfig / flushdns
   - For macOS: open Terminal and type: sudo killall -HUP mDNSResponder

3. **Reset Network Settings**
   - For Windows: Go to Settings > Network internet > Status > Network reset.
   - For macOS: Go to system Performances > Network, select your network and click on the minus (-) button to remove it then re-add it
4. **Disable VPN/ Proxy:**
   - if you are using VPN OR PROXY disable it temporarily to see if it resolves the issue

STEP 5: CONTACT SUPPORT:

1. **Document Your Findings:**
   - take note of what you have tried and any error messages you encountered
2. **Contact Your ISP:**
   - Provide them with details about your issues, what troubleshooting steps you've taken and results from speed tests

ADDITIONAL TIPS

- Regular Maintenance: Regularly restart your modem/ router every few months to maintain optimal performance
- Upgrade Equipment: if your router is several years old, consider upgrading to a newer model that supports current standards
- Limit Bandwidth Usage: Disconnect devices that are not in use or limit high-bandwidth applications (like streaming or large downloads) during peak usage times.

By following this troubleshooting guide, users should be able to identify and resolve most common network problems and slow internet issues effectively