

## How To Guide

### Broadband – Local Hardware Checks

The most common cause of speed and connection issues actually stem from the local environment and the problem is found at a customer's site, ie a virus-infected PC or an old operating system, therefore it is always worthwhile to check site issues before submitting a line or broadband fault. Below we have detailed some of the more common issues to assist you in diagnosing site issues:

**Cable Checks** – Make sure the cables are plugged into the correct sockets on the modem/router, they should snap into place. Certain routers have a known feature where you can plug the cable into an alternative port and get lower speeds so check the various ports to see if this makes a difference.

**Master Socket** – Check you have the modem/router plugged into the master socket and remove all other equipment when running tests, to eliminate any WiFi or rogue equipment.

**Power line Adapters 6-200Mbps** – Do you use a powerline adapter rather than WiFi or LAN cable connection. In extreme cases, throughput on 'up to 200Mbps' adapters have been seen as low as 3Mbps.

**Wireless Connections** – Signal of WiFi can be significantly affected by barriers including thick walls or ceilings, large metallic surfaces ie radiators, mirrors or refrigerators. Other devices can too cause interference with a wireless network.

Most routers don't have the ability to server different WiFi protocols simultaneously, so connecting one Wireless-G device to an N-Network can drop every connected device to wireless-G





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**Additional Checks** – A power cycle of the router performed by turning the router off for 10 minutes and then turning it back on and restarting the PC in safe mode can often clear a problem.

Try a different browser as you may find your machine works better, try Internet Explorer and Chrome on a PC and Safari and Firefox on a MAC. Then for each of these try different websites.

Filters – it is important to ensure that you have filters on all telephone sockets and it is worth checking these as often a faulty filter can feel like slow speed which is caused by fast disconnections.

Virus Scan – it is worth running a scan on your PC to ensure it hasn't any viruses that could be slowing the processor down.

**Check for Noise on the Line** – by plugging a plain old telephone into the socket and dialling 17070 followed by 2 you can test the line for noise. If you can hear noise on the line this could certainly be causing problems.

**Speed Tests** – Some speeds tests are flash-based, such as speedtest.net and others such as thinkbroadband are Java-base. If your device has a corrupt installation of software it can affect the results of the respective tests. We would therefore recommend you run a test via [www.speedtest.btwholesale.com](http://www.speedtest.btwholesale.com). By clicking 'further diagnostics' this will upload the results to BT Wholesale and will help should a performance fault need to be raised.

The Eurolink team are more than happy to run diagnostics and help you with finding the root cause of the problem and if you have carried out these checks beforehand this will help us all get to the problem faster and you back in service quicker.

If you require any further assistance, please contact us on **01453 700 800**

