



At Home Troubleshooting Tips For Internet Service

| COMMON INTERNET ISSUES: | TROUBLESHOOTING TIPS: |
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| If you are unable to connect to the internet hardwired to a modem (no wifi) | a. Unplug the power from the back of the modem, wait 30 seconds and plug back in. Wait a few minutes for the modem to reset |
| | b. If issue persists, please call for assistance |
| If you are unable to connect to the internet using Wifi (external router) | a. In your Wifi settings, confirm you have selected the correct Wifi network and have entered the correct password |
| | b. Unplug the power from the back of the router , wait 30 seconds and plug back in. Wait a few minutes for the router to reset |
| | c. If you are still unable to connect, unplug power from the back of your modem , wait 30 seconds and plug it back in. After a few minutes, repeat step b with router . |
| | d. If still unable, remove ethernet cord from back of router , and plug it into the associated port on your computer (if possible). If you can access the internet this way, it indicates an issue with the router |
| | e. If issue persists, please call for assistance |
| If you are unable to connect to the internet using Wifi (modem with built-in router) | a. In your Wifi settings, confirm you have selected the correct Wifi network and have entered the correct password |
| | b. Unplug the power from the back of the modem, wait 30 seconds and plug back in. Wait a few minutes for the modem to reset |
| | c. If issue persists, please call for assistance |
| If your internet (Wifi) is intermittent (External router) | a. Unplug the power from the back of the router, wait 30 seconds and plug back in. Wait a few minutes for the router to reset |
| | b. If still intermittent, remove ethernet cord from back of router, and plug it into the associated port on your computer (if possible). If the internet stops cutting out, it indicates an issue with the router |
| | c. If issue persists, please call for assistance |

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| <p>If your internet (Wifi) is intermittent (modem with built-in router)</p> | <p>a. Unplug the power from the back of the modem, wait 30 seconds and plug back in. Wait a few minutes for the modem to reset</p> |
| | <p>b. If issue persists, please call for assistance</p> |
| <p>If you are experiencing internet speeds slower than usual (external router)</p> | <p>a. Perform a speed test (see below for instructions)</p> <p>b. Unplug the power from the back of the router, wait 30 seconds and plug back in. Wait a few minutes for the router to reset and re-test speed (a)</p> <p>c. If the internet speed has not improved, remove ethernet cord from back of router, and plug it into the associated port on your computer (if possible). Re-test speed (a). If the speeds improve while hardwired, this indicates an issue with the router.</p> <p>d. If slow speeds persist, please call for assistance</p> |
| <p>If you are experiencing internet speeds slower than usual (modem with built-in router)</p> | <p>a. Perform a speed test (see below for instructions)</p> <p>b. Unplug the power from the back of the modem, wait 30 seconds and plug back in. Wait a few minutes for the modem to reset. Re-test speed (a)</p> <p>c. If issue persists, please call for assistance</p> |
| <p>How to Perform a Speed Test</p> | <p>a. Ensure no one is using the internet & no other devices connected to the internet while performing the test</p> <p>b. Visit https://www.speedtest.net/</p> <p>c. Ensure the location of the server performing the test is located in Halifax, NS (Bell or Eastlink).</p> <div data-bbox="708 1276 1474 1528" data-label="Image"> <p>The image shows a dark-themed interface for selecting a server. On the left, 'Cross Country' is listed with the IP address 24.53.80.130 and a person icon. On the right, 'Eastlink Halifax, NS' is listed with a globe icon and a blue 'Change Server' button.</p> </div> <p>If it does not say Halifax, NS click Change Server</p> <p>d. Press Go</p> <p>**Please Note: Internet speeds are not guaranteed, especially through Wifi. Internet speeds listed on your bill are up to XXX Mbps**</p> |