

Things to Do if Not Getting Speed after Upgrade

Things to keep in mind about Internet speeds especially if an older computer or equipment:

- a) The Ethernet card in your PC or router may not be set properly
- b) The hard drive in your computer may not be able to transfer data fast enough.
- c) Viruses, malware, file sharing programs, etc. will cause speed issues.
- d) You may not get the speeds through a WiFi connection

Coaxial Cable has no control of the above items. Some of these things you can check yourself. On a service call we will check the speed through our equipment **ONLY**.

Using any other speed test site but <http://www.speedtest.velocity.net> to check speeds will NOT be a reason to call for speed issues as we cannot be responsible for any speeds once you are outside of our network.

1. **If you are using a router:** Connect the computer directly to the modem with an Ethernet Cable and check the speeds. If still not getting the speed, it can be a computer issue or the upgrade failed to work on the modem. **CALL 734-1424** and we will check if the modem has gotten the upgrade.

If you get the proper speed at this point but not through your router - physically separate the modem and router. If the cable modem and router are too close can cause speed issues

IF you are getting the speed directly connected to the modem and not through the router - You MUST contact the router manufacturer for support.

2. **If you have Coax Phone Service:** Some of the higher speed packages will not work properly through the phone device set at default. Use the following procedure to correct this issue:

Pick up the phone and dial:

**** (Will hear a female voice say ' Linksys') **201# 1# 1**

Power-cycle the phone device (unplug from power and plug power back in) and reboot your PC and/or router.

The following is given for a courtesy: It is recommended that ALL computer issues are handled by a computer professional and Coaxial Cable takes no responsibility for anything going wrong if you use the following information.

If your computer still not getting the proper speeds directly connected to the modem and the modem was upgraded, go here (<http://www.speedguide.net/>) to the "**Shortcuts**" menu on the left hand side and click on "**TCP/IP Optimizer**" and download the "**SG TCP Optimizer**". Follow the directions and this should eliminate any issues with your computer Ethernet setup.