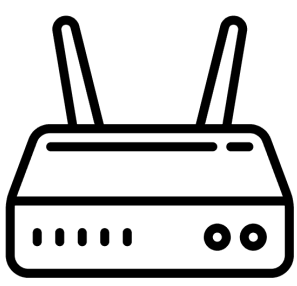
HOME NETWORK TROUBLESHOOTING

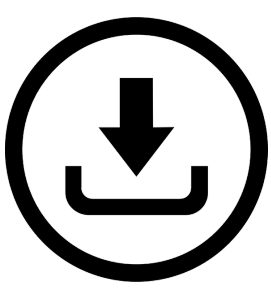
"Everyday is a new beginning, take a deep breath, smile, ...and reset your router."





1 RESET YOUR ROUTER

Resetting your router can help speed up your internet connection and apply important updates that your router may have been waiting on. To reboot your router properly, unplug it from all connected devices and then from its power source, fully shutting it down. Wait for about a minute for everything to turn off, then plug everything back in.



2 UPDATE YOUR ROUTER'S FIRMWARE

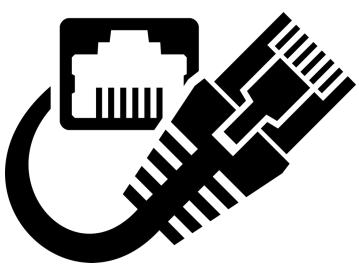
Contact your home internet service provider for directions on how to do this.

Note: Firmware is the low-level embedded software that runs your modem, router, and other network hardware. Most vendors provide downloadable firmware updates that can resolve performance issues, add new features, and increase speed. Look for the firmware update tool in the System section of your router's management console and follow the instructions carefully to ensure that you're installing the correct firmware version. Do not download firmware from a third-party site.



3 LIMIT THE NUMBER OF DEVICES ON YOUR NETWORK

When you increase the number of devices being used in your home, it can slow down your speed. If there are devices that don't need to be connected or if it looks like someone is hijacking your network, be sure to kick these devices off and change your Wi-Fi password if necessary.



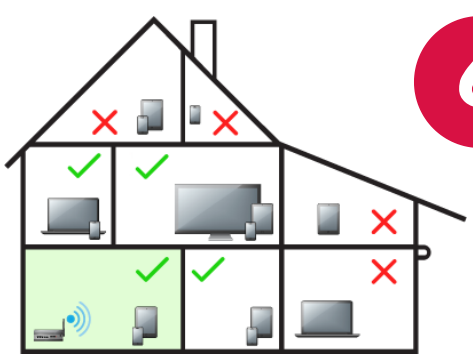
4 USE ETHERNET CONNECTIONS

If you are using your device in an area that is close to the router, consider using a wired ethernet connection so you don't have to rely on Wi-Fi. This will also help you determine if the issue is related to your Wi-Fi connection.



5 CHECK YOUR CABLING

If troubleshooting your modem and router doesn't help, the problem may come from further down the line. Inspect the connection coming into your home. This is usually located on the side of your house or in a closet, and may or may not be housed in an enclosure. Make sure that the main cable hasn't been chewed up by a rodent or knocked loose by debris from a storm. If you see a cable splitter, make sure each connection is tight and the connectors are properly crimped. If the splitter looks suspect (i.e., rusty or dirty), try replacing it—or, if you don't need to split the signal, try getting rid of it altogether, as cheap splitters can degrade signal strength.



6 REDUCE WIFI INTERFERENCE

Another potential problem is that your network may be experiencing interference from other networks or electronic devices. Products such as microwaves, cordless phones, and Bluetooth devices could be interfering with your wireless signal. If that's the case, try shutting off the devices that may be causing interference.

IMPORTANT: IF NONE OF THESE TIPS RESOLVE THE PROBLEM, YOU NEED TO DIRECTLY CONTACT YOUR INTERNET SERVICE PROVIDER (ISP) FOR FURTHER ASSISSTANCE.