SAND CREEK COMMUNICATIONS

Internet Troubleshooting

- Unplug the power cable from your router, wait 10-15 seconds then plug the power cable back into the router.
- Connecting your computer to the router using an ethernet cord will allow you to see if it is a network issue or if something is interfering with your Wi-Fi.
- Check for loose or damaged cables. A connection may be loose. Wires and cables may become loose or damaged from repeated use.
- Change out your ethernet cable, if you have a spare swap them.
- Move router a couple feet or change the angle of the antennae.
- Make sure that it is not an isolated issue with the website/app you are on, by checking out other websites/apps.
- Switch frequency band that you're on to the other: 5 GHz Wi-Fi is faster but doesn't travel as far, while 2.4 GHz Wi-Fi travels farther but is slower than 5 GHz and more susceptible to radio interference. So, if you're far from the router try the 2.4 GHz, and if you need more speed and are within range, use the 5 GHz.
- If these options do not resolve the issue, please call our office during business hours Monday-Friday (Closed Holidays) 7:30AM-5:30PM and we can ask our Techs to reboot your equipment. If it is after business hours, please contact our help desk at (517)436-3750.

NOTE: If you are having issues with streaming, <u>it is not necessarily your internet causing the problems.</u> Firesticks and Roku sticks often must be unplugged and plugged back in. Smart TV apps will also need to be restarted or updated periodically. Go into your settings and look for a restart option or to see if there are any updates. Check your user guide associated with your TV. Most user guides can be found online, if you have misplaced your paper copy.

Sand Creek Communications offers three internet speed choices 100mg, 250mg and 750mg. Everything connected by Wi-Fi draws off your speed. Smart phones, Smart TVs, Alexa, Google Home, Ring Doorbells, Smart thermostats, Cell phones, Smart light bulbs, Security cameras connected by Wi-and Gaming (which uses a lot of your bandwidth) are all things that you need to factor in when choosing the right speed.