# Customer troubleshooting document

Sometimes your connection may seem to be slow or not working at all. There could be many causes for this, but with the help of this document you may be able to resolve many of them yourself.

If your internet is not working or seems slow first you'll want to check your router and the POE injector to make sure everything is plugged in and powered on, they should both have lights. If everything is powered then try rebooting everything by unplugging and replugging the router and the POE injector into the wall. If this becomes a repeated process you may have one of two issues.   Router
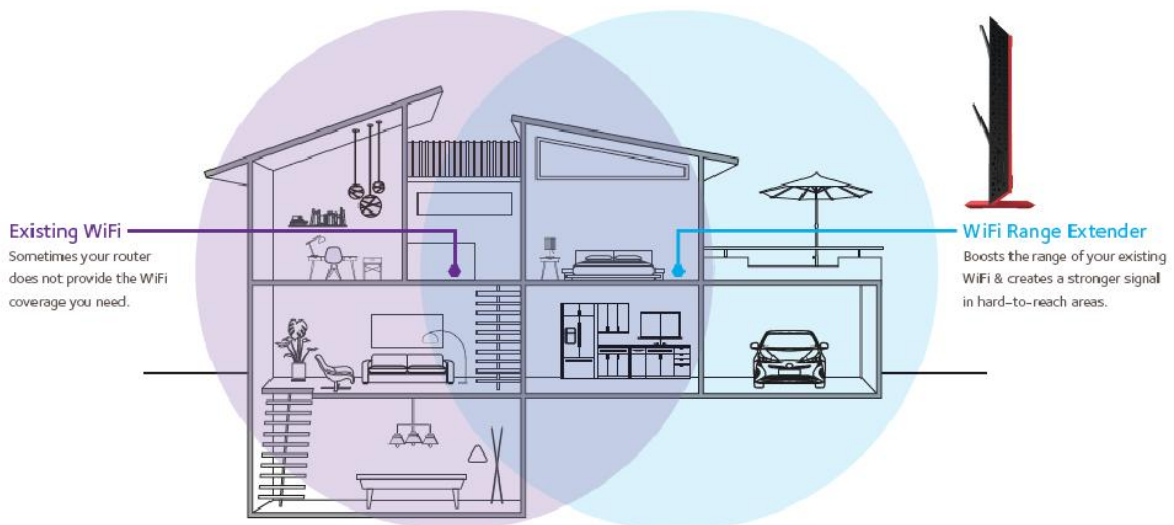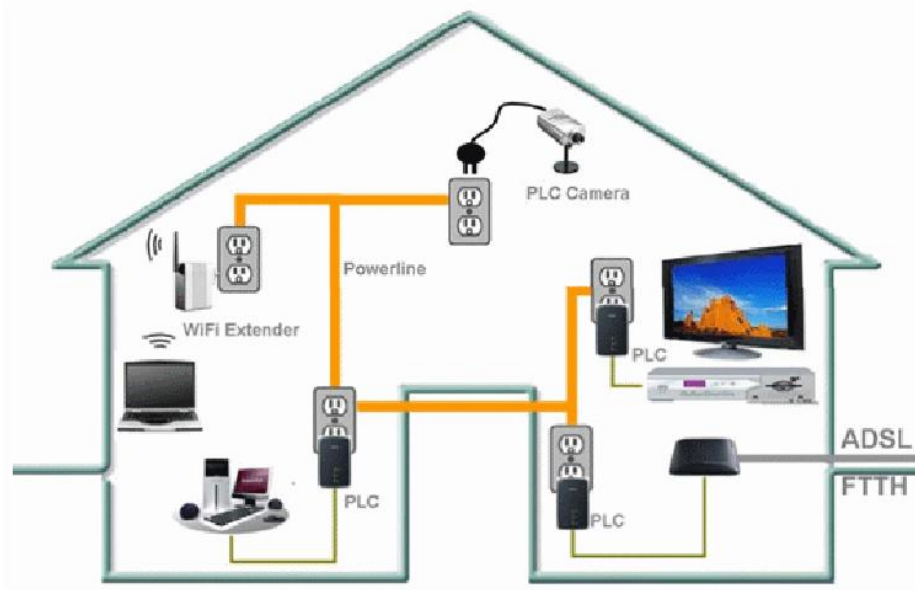POE injector
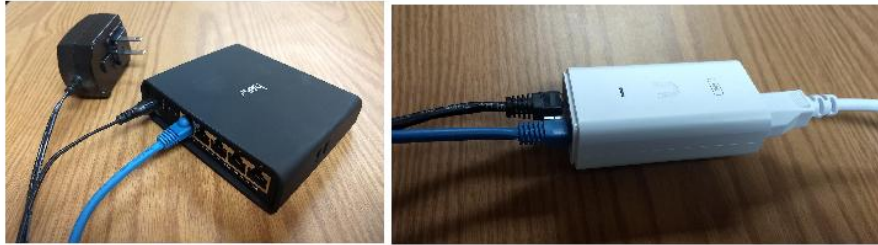
If there have been storms or high winds your power may have been affected and that can cause consumer electronics to lock up. If you are rebooting regularly, getting a small UPS can help with this.
If you notice issues when streaming then you may be maxing out your connection, changing the playback settings on your video streaming service should mitigate this issue and if you have a phone with a cloud backup feature you will want to adjust its settings to upload during off-peak times so it doesn't interfere with your normal usage. Wifi coverage could also be an issue TV's and Streaming Sticks may not have very good signal and could be a cause for poor playback services. Review playback settings below or contract your video service provider for additional assistance.
If wifi coverage is the issue using wifi extenders or HomePlug technology can sometimes resolve coverage issues, however please note, if you do augment your wifi network in your home or office, you can introduce additional complexity and so make sure you rule out any additional network devices added to your network as the issue by referring to their operating manual or support services. Below are diagrams on how each technology works.

Existing WiFi
Sometimes your router does not provide the WiFi coverage you need.

WiFi Range Extender
Boosts the range of your existing WiFi & creates a stronger signal in hard–to–reach areas.

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Windows 10 updates, if left unrestricted, can use up all of your internet bandwidth for long periods of time. New computers running windows 10 will need to be updated after they are purchased and will make your internet slow. Here are some changes you can make to your windows 10 computer to mitigate update effects.

Windows 10:
For wired connections:
Go to settings, then "Network and Internet".
At the top of the page you should see "Status" and "network status" below it.
As you read down the page, the very first thing in blue you come to will be "Change connection properties"
Click that and then look for "Metered Connection". toggle the switch on, and you are good to go.
For wireless connections:
Go to settings, then "Network and Internet".
Then choose "Wi-Fi", then "Manage known networks"
Select the Wi-Fi network you are connected to, then choose "properties"
Toggle the "Metered Connection" switch on, and you are good to go

Video Playback issues:

Coverage issues can be one thing you may want to consider. Review above for solutions. Also other in the house in contention with you can also be an issue. Review the Windows 10 changes also.

Video Applications can use up all of your bandwidth if not properly managed. These applications will try to use all of the bandwidth available without any management changes to the playback settings. Below is a list of recommended playback setting adjustments.

Roku:
To set ROKU to manual setting,
Home Screen w/ roku remote,
Home Button 5 times
Rewind Button 3 times
Fast Forward Button 2 times
Choose lowest setting.

Sling:
Open app on Tv
Find gear at top of the screen and select it.
Now choose "connection".
It will be set to "auto", change to low.

Firestick:
Open firestick settings.
Select "Display & Sounds"
Choose "Display"
Choose "Video Resolution"
Set that to "720"

Disney + :

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On the Disney+ app, select your Profile.
Select App Settings
Adjust the appropriate video playback setting(s). You can adjust the following settings:
Video Playback:
Choose "Save data"
You can also adjust your download settings:
Video Quality: Choose "Standard"

Netflix:
Log in to netflix through a browser(this can be at work, home, or even on your phone's browser).
Once logged in choose a profile (just not a kids profile if you have one)
Next, hover your mouse over your profile picture in the top right corner of the screen.
A drop down menu will appear. Choose "Account"
A new page will load. Scroll down to "Profile and Parental controls" .
Click the down arrow beside the first profile.
Then scroll down to "Playback Settings" and click "Change" .
Choose "Low" and then "save"
Do this for each profile and you are good to go

Hulu:
on the TV once you have chosen what to watch:
Click the gear icon Select the gear icon during playback on Hulu.com to access quality control settings
Click Quality
Select Data Saver

Prime:
1. Login to Primevideo.com on your browser on your desktop.
2. Go to your Profile name and choose Account & Settings option.
3. Now choose the playback option settings.
Now there will be three options for prime video quality that you can choose when playing a video on
primevideo.com. Start with "good" and see how it works, and then if you have no problems try upping it to
"better"
4. If the above settings are not available. Then the only way to change the video quality is to watch the
video that you want and click on the Video Quality Gear icon at the top right and select Good, Better, or
Best option.
You can also access this by opening your Prime app, tapping on "My Stuff" in the lower right corner, then
the gear in the upper right corner. Then choose "Streaming & Downloading" and change streaming
quality to "Good"

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<u>**Youtube:**</u>

1

Sign in to YouTube. The first thing you will need to do is go to the website, www.youtube.com, and sign in using your email address and password.

2

Click on YouTube Settings. When you are logged in and on the home screen, you will need to click on the gear symbol on the top right of your screen. From there, go down and click on YouTube Settings.

3

Select "Playback." On the left hand side of the new page, you will see the "Account Settings" menu. Select 'Playback' option from the list below, second from the bottom. Use a lower setting

4

Adjust the Playback settings. From here, you can adjust a number of things. You can modify things such as the Video Quality, Annotations, and Captions.

When you're finally ready to call tech support you'll want to do these things first. Figure out when you noticed the issue and what was going on when it happened next run speed tests at test.highspeedlink.net, and speedtest.net making note of the time you ran each test after that you'll want to find your router and unplug the colored wire from port one and plug it into a computer, and run the tests again.

Support contacts
Email: support@highspeedlink.net
Phone numbers: 5404370197 or 8003859794