

Home Network Troubleshooting

Here are some troubleshooting actions you can take when experiencing an outage or slow speeds at home.

Check your cables.

One of the most common problems with home networks is that a cable is loose, unplugged or plugged in improperly. Check to make sure everything is hooked up properly.

Also note that most routers have "Wi-Fi" buttons which can be turned on and off causing service interruptions.

The WAN port on your router is where the ONT plugs into.

Check a different website or application.

If you can't connect to a particular website or app, try a few others to see if any of them load. If one website or app loads and another doesn't, the problem is probably with that website/app and not your network.

It could also be device specific, check to see if you are able to connect on other devices or not.

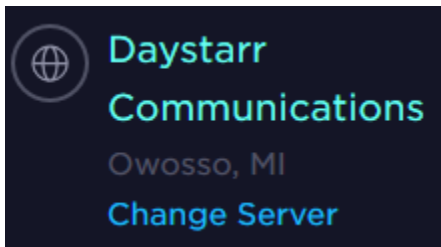
Run a speedtest.

If you are having slow loading times across the board or even on just one device and want to compare to what your service should be run a speed test. (The techs would surely love the help!) Here's how:

- Connect to your local network whether it be wired or wirelessly. (You will see better results wired vs. Wi-Fi)
- Open up a web browser and at the top enter in the URL the follows:

<https://www.speedtest.net/>

- Make sure that you are connected to the Owosso server as shown here:



- Hit the GO button and your test will begin running.
- Compare the speeds with your plan or include the results in a support call.

Please note that there is loss as the connection works through your network and can result in different speeds with different devices/connections.

Try resetting your devices.

You could try "power cycling" your devices, which means rebooting all of the pieces of your network one at a time. This includes also; phones, computers, tv's etc.

To power cycle your network:

- Unplug your router for at least 10 seconds; plug it back in
- The lights on your router should start blinking letting you know it is booting up.
- When the light comes on that shows you have an Internet connection, reboot your device.

Most routers have the lights labeled as seen below.



Contact Daystarr.

If you have tried all of the previous steps and still are unsure, have questions or cannot regain service contact us and a technician would happily provide help! Follow the link below to call or email us!

<https://daystarr.net/contact/>