

PRINTABLE GUIDE

Check a slow internet connection

Compare devices and locations to distinguish weak Wi-Fi from a wider problem. Change one thing at a time; a faster subscription may not solve poor coverage.

Any connected device | 2 min read | 5 steps

Before you start

- ☐ Your normal device and home Wi-Fi
- ☐ A second device or an Ethernet cable if available

1. Describe the pattern

Try two websites and note whether pages, video or downloads are affected. Check whether all devices are slow. If only one service fails, its own status page may explain the issue.

- ☐ Done this step

2. Try near the router

Move closer and test again with the same device. Keep the router upright and away from cupboards or obvious obstructions where practical. Better performance nearby suggests a coverage problem rather than a slow subscription.

- ☐ Done this step

3. Reduce competing activity

Pause large downloads or backups you control and ask whether someone is streaming or downloading. Retest the same task. Do not cancel security updates halfway through installation or change equipment used by another person without checking.

☐ Done this step

4. Compare a wired or second-device test

If supported, connect a computer by Ethernet; otherwise try another device near the router. An online speed test is an estimate and may consume data, so avoid repeated tests on a limited mobile plan.

☐ Done this step

5. Restart and contact the provider

Restart the router using its instructions and let it reconnect. If all devices remain slow, record test times and results and contact the provider. If only one device struggles, investigate that device's apps and connection.

☐ Done this step

Try it for yourself

Compare one familiar webpage near the router and in the problem room.

☐ I tried the task.

My notes

Will an extender always make internet faster?

No. It may improve coverage, but it cannot fix a provider outage or increase the speed entering your home.

Official help and the online guide

Troubleshoot Wi-Fi in Windows - <https://support.microsoft.com/en-us/windows/experience/connectivity-networking/fix-wi-fi-connection-issues-in-windows>

Read online: <https://plaintech-guides.pages.dev/guides/check-slow-internet/>