

JOE'S TECH

Home Network Troubleshooting

Separate Wi-Fi signal, internet service, router and PC problems.

Use this guide as a safe starting point. Back up important data before repairs, and disconnect power before opening a computer.

Identify the scope

- Test another device.
- Compare Wi-Fi with Ethernet when possible.
- Run a speed test near the router and again at the problem location.

Fixes

- Restart modem and router correctly.
- Forget and reconnect to the Wi-Fi network.
- Update the PC network adapter driver from its manufacturer.
- Use 5 GHz or 6 GHz nearby; use 2.4 GHz for longer range through walls.

Gaming

- Packet loss and latency cause online lag; low FPS is a local graphics-performance issue.
- Avoid downloads and cloud backups during competitive play.

When to stop

Stop and seek professional help if you smell burning, see damaged power connectors, find liquid damage, or are unsure about working around electrical components.