



Internet

Troubleshooting

Tips

start.ca

Troubleshooting Tips: Quick fixes for common connection issues

Your Internet

To ensure you have the best Internet signal, check that all of the cords running to your modem, router or gateway are secure, and that your devices have been rebooted by following these steps:

1. Ensure all cables are properly seated/secured
2. Unplug the power cables from your router and modem for 1 minute
3. Reconnect the power cable to your modem and when it is online, reconnect the power cable to the router

If completing the above steps didn't fix your connection issues, we recommend calling our support team at 1-866-434-5888. We are open 24/7 :)

Things to look for that can assist us in diagnosing the issue when you call:

- Do your modem lights change when you lose connection?
- Does it happen on multiple devices or just one?
- Does it happen at a specific time of day?
- If you have a connection on one of your mobile devices – download the StartCARE 📱 app and run a 'Network Scan'. The code from your scan can help us diagnose any possible issues or possibly provide you with steps to save you the call!

This information can help our support agents diagnose your issue, which we hope improves your experience!

Ways to Optimize Your Start Internet Experience

Wi-Fi & Slow Speeds Tips

To ensure the best connection we recommend that you direct connect as many of your devices as possible. Direct connecting your devices using gigabit Ethernet cable is the optimal way to ensure a stable connection and the fastest speeds.

Other helpful ways to improve your Wi-Fi include:

1. Set up your router or Gateway Modem in a centralized area to ensure the best Wi-Fi coverage
2. Ensure your Wi-Fi router is in an open area, as electronics, walls, and other obstructions can cause interference on your wireless networks
3. For larger or multi level homes, a unique solution to provide a more expansive network is through a Wireless Mesh System. At Start.ca we offer a solution with our Mercku Mesh Equipment. Visit www.start.ca/mercku for more info
4. Dual Band Routers provide access to both 2.4 Ghz and 5 Ghz networks. We recommend using the 5 Ghz network for any devices that are having issues with performance
5. If you require further assistance, we recommend downloading the StartCARE 📞 app on your mobile phone or tablet through the Google Play or App Store. StartCARE will allow faster in-home fixes the next time you need our Technical Support Team. You can reach our Technical Support Line by calling 1-866-434-5888

Don't forget to keep this troubleshooting guide somewhere handy. We want you to have the tools you need when you need them to help solve any problems that might arise.



**Download
StartCARE today**

www.start.ca/support/startcare



Questions?

Call us 24/7 at **1-866-434-5888**
for local, friendly support.

www.start.ca

