

Checking your speeds with a wired speed test

This test directly connects your computer to your router via an Ethernet cable and does not use Wi-Fi.

1

Restart your router and other devices.

As simple as it sounds, restarting your equipment is a good first step. Unplug your Router (and PoE power device – if you have one), and reboot your computer. Count to 10, then turn everything back on. This will often resolve issues – especially after a power outage.

2

First, select your computer to test.



Use a newer model desktop or laptop computer. Older hardware may slow your speeds.

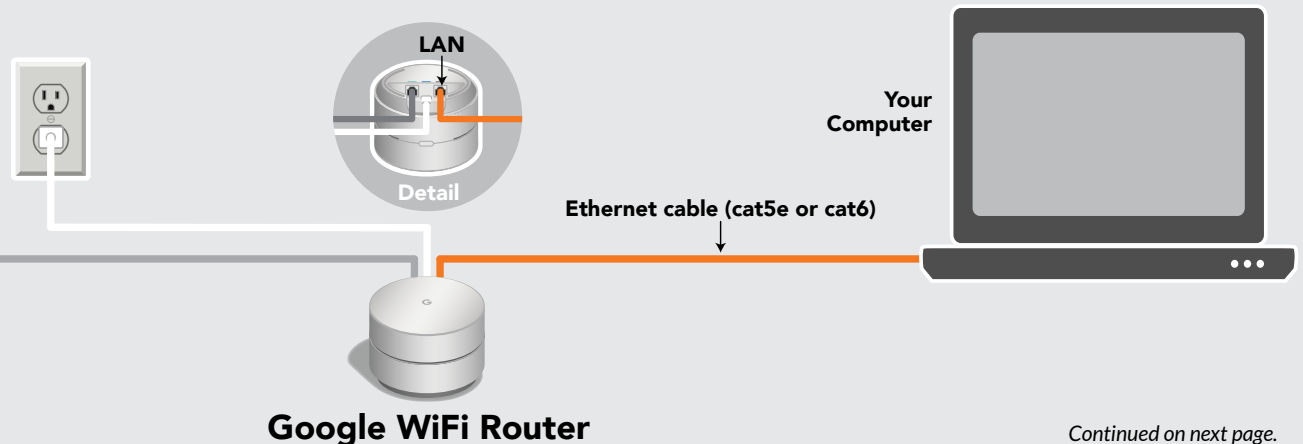
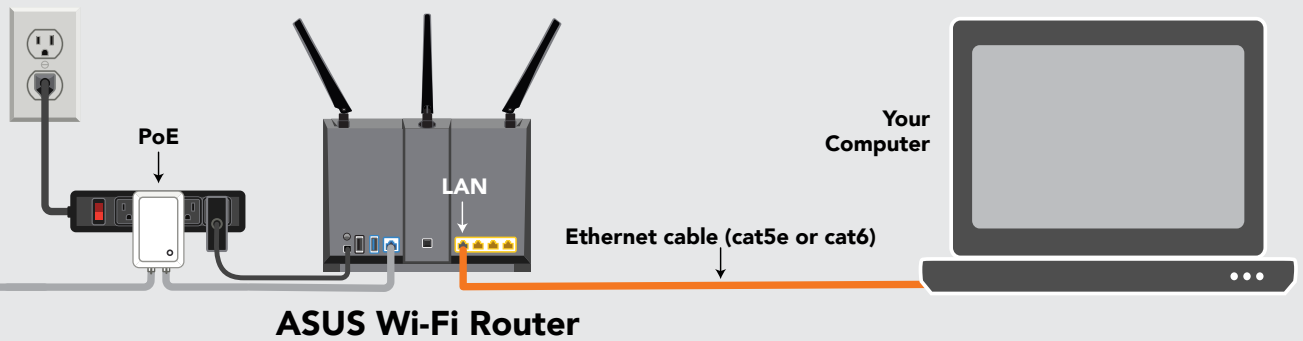


Don't use a mobile phone or tablet.

3

Then, connect your router to your computer.

Plug an Ethernet cable from your router's LAN port to your computer.

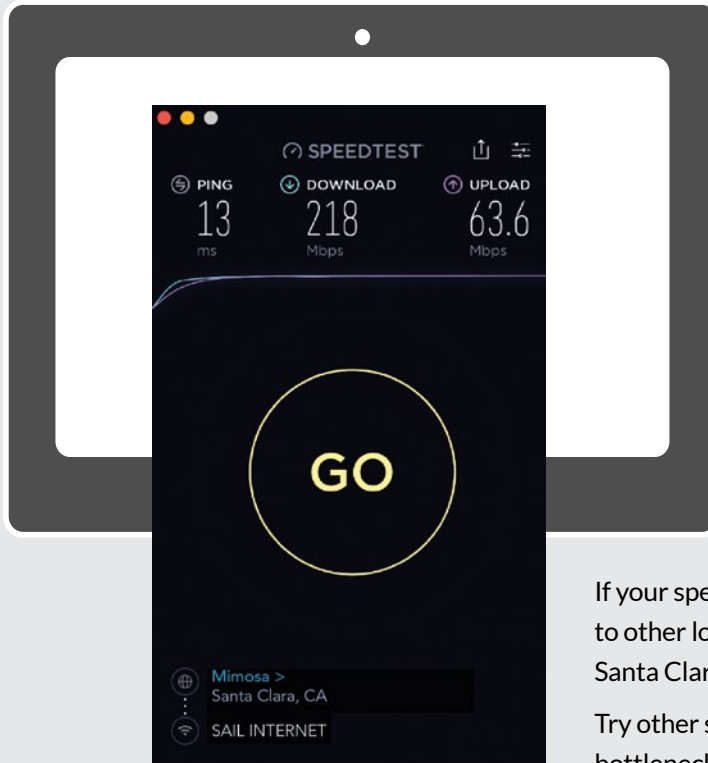


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4

Download the **New! Speedtest App** for your computer

at the Apple App Store (Apple/OSX) or Microsoft App Store (Microsoft/Windows). The App is more reliable than using your browser and it will auto-select a server to test your connection.



If your speeds are still slow, try connecting to other local servers such as “Mimosa Santa Clara, CA.”

Try other servers since some can create a bottleneck at the high speeds offered by Sail Internet.

5



Send your results to us.

Email your results to SailSupport@sailinternet.com

Rest assured, we will get your internet connection back on track.

If necessary, we will send a technician to your home to resolve the issue.



Email: SailSupport@sailinternet.com | Customer phone support: **866-456-2626**