

Troubleshooting your internet connection

First, select a desktop 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.

Restart all your devices starting with your router.

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.

Download the Ookla Speedtest™ App for your computer

from the Apple App Store (Apple/OSX) or Microsoft App Store (Microsoft/Windows). Select the desktop app, not the mobile app for phones. The app is more reliable than using your browser and it will auto-select a server to test your connection.

Next, connect your computer directly to router, and turn off your Wi-Fi connection.

Select your type internet configuration:

- [Single Family Homes and Businesses without modems](#)
- [Condos & Apartments without modems](#)
- [Connections with a G.fast modem](#)

The following pages illustrate your equipment configuration and show how to connect your computer directly to your router.

A wired speed test can diagnose more than just speed issues!

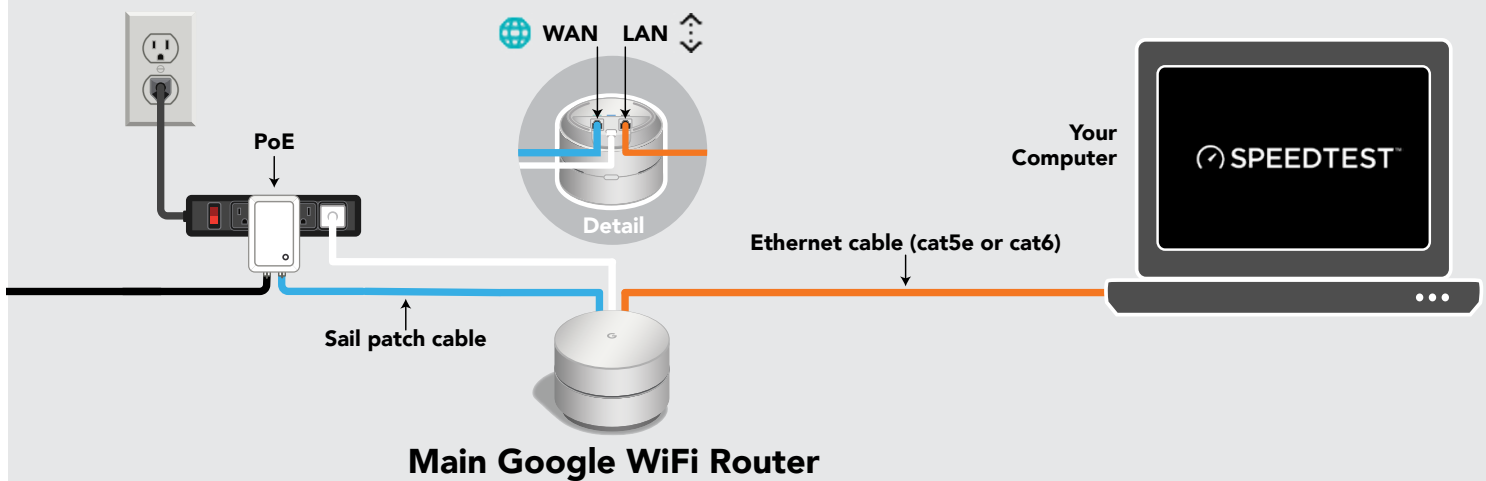
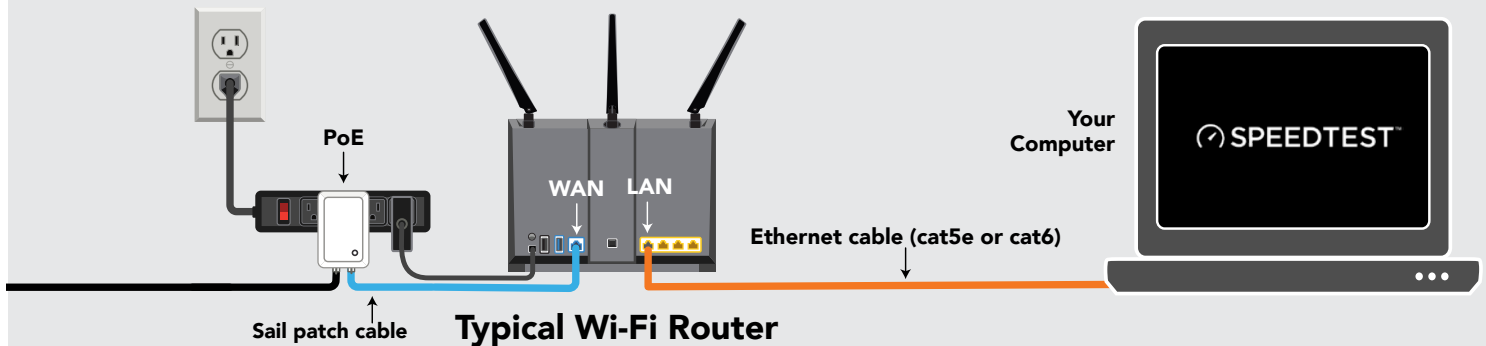


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Connect your router directly to your computer:

Single Family Homes and Businesses

Plug an Ethernet cable from your router's LAN port to your computer. Then you can run a "wired" speed test.



What is a PoE?

Power over Ethernet or PoE describes a device which passes electric power along with data on twisted pair Ethernet cabling. This allows a single cable to provide both data connection and electric power to devices such as wireless access points, IP cameras, and phones. Condos and apartments require a PoE.

What is a WAN?

Wide Area Network (WAN) is the outside world's network of connected computers. Think of WAN as the Internet. Your modem gets and sends information to and from the Internet through its WAN port.

What is a LAN?

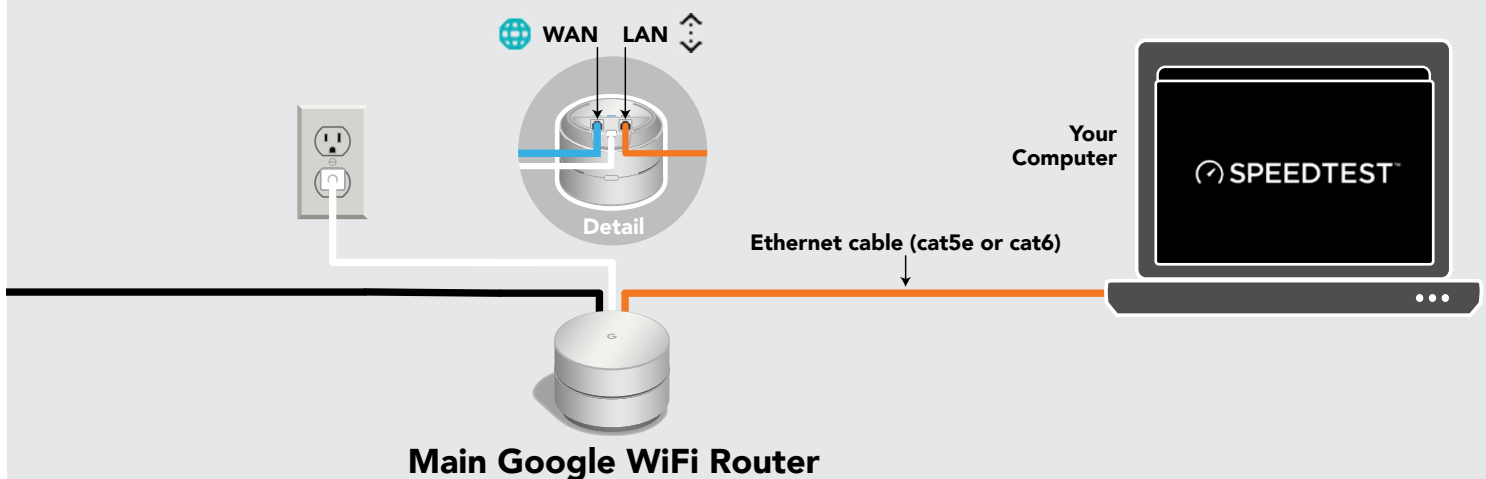
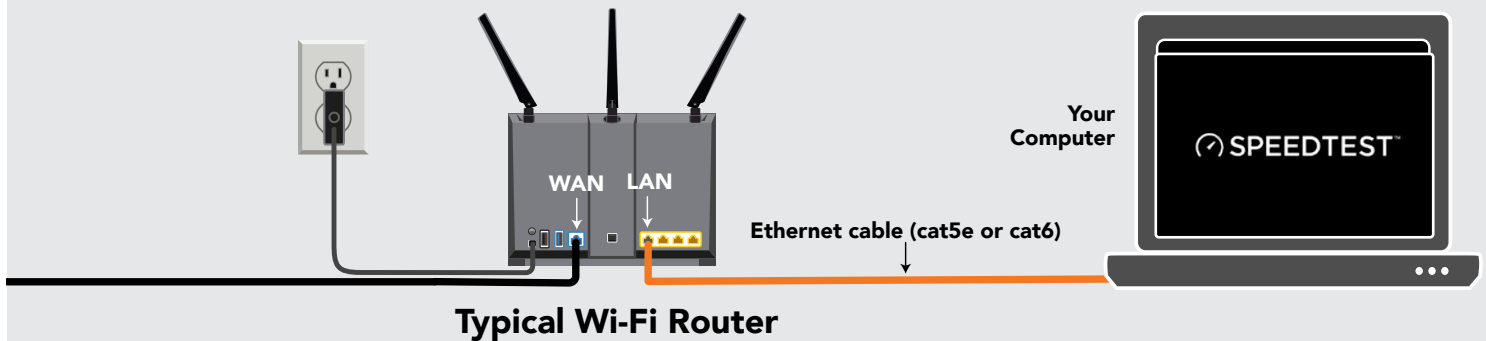
A local area network (LAN) is the collection of wired and Wi-Fi-connected devices in your home or office. This is your personal network. Your computer, phone, tablet, router, etc. make up your LAN.

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Condos and Apartments

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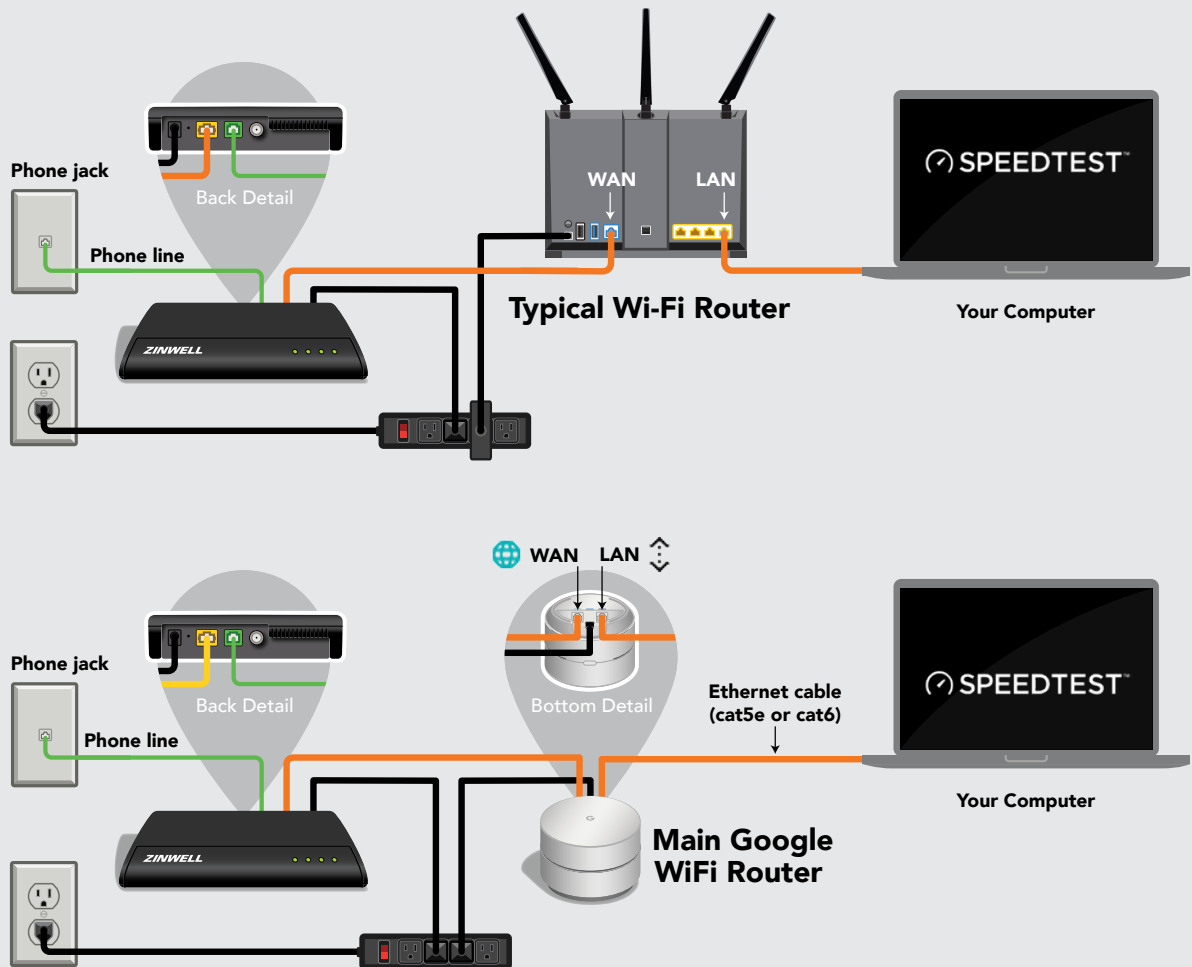
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Homes and Businesses with *G.Fast Modems*

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What is a G.fast modem?

A G.fast modem is a home device that connects you to the Sail network over a telephone line. G.fast is a new protocol that enables fiber speeds over traditional copper cable.

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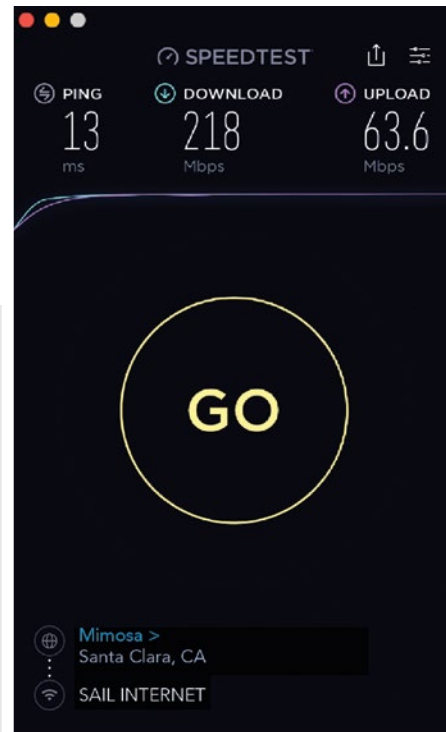
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View of the Speedtest app on a desktop computer.



Evaluate and test again, if necessary.

If your speeds are still slow, try connecting to other local servers.

Some servers create a bottleneck at the high speeds offered by Sail Internet.

Select a server near you to use when testing.



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**