Find the Wi-Fi problem first

A few comparisons before buying another router.

- [ ] **Note when and where it fails**
  Record the room, device, time and symptom: slow downloads, frozen calls or a complete drop. Check whether one device or everyone is affected.

- [ ] **Compare two locations**
  Use the same device and speed-test service near the router and in the trouble spot. Note download, upload and dropouts. Repeat at a quieter time.

- [ ] **Try a wired comparison if available**
  Connect a suitable computer to the router by Ethernet. Do not change provider settings or connect directly to an NBN box. Compare another device in the same room too.

- [ ] **Let the pattern guide you**
  Wired good, Wi-Fi poor: investigate coverage or the device. Both poor: check outages and heavy downloads. One device poor: investigate that device before buying network equipment.

- [ ] **Make one small placement change**
  Where cabling safely allows, try an open, central position above floor level. For mesh, use the manufacturer's connection test; a point needs a good link back to the router.

- [ ] **Retest, then decide**
  Repeat your original comparison. Choose a quiet time for any manufacturer-guided restart. If trouble remains, share your notes with your provider or technician.

Keep work and important calls running

Coordinate changes with anyone relying on the connection. Do not press factory reset: it can erase the setup. On a managed workplace network, check with the person responsible before changing equipment.

Room/device: _____ Near router: _____ Trouble spot: _____

Official help: Microsoft Wi-Fi troubleshooting | Google Wi-Fi placement

Companion guide: Before you buy a new router, try this Wi-Fi check