

How to fix slow broadband speeds

Here are the steps you can take yourself to diagnose and fix broadband slow speed issues. Please follow the instructions carefully and in the order shown.

You may also want to get a BT Broadband Accelerator. Although a speed increase isn't guaranteed, tests on 36,000 lines showed that an I-Plate will boost line speeds on average by 1.5Mbps.

Step 1: If you are using a modem, please check you are using the latest drivers.

- If your modem was supplied by BT, you can download these from <http://www.btyahoo.com/drivers>.
- If your modem was not supplied by BT, please refer to your modem manufacturer's website.

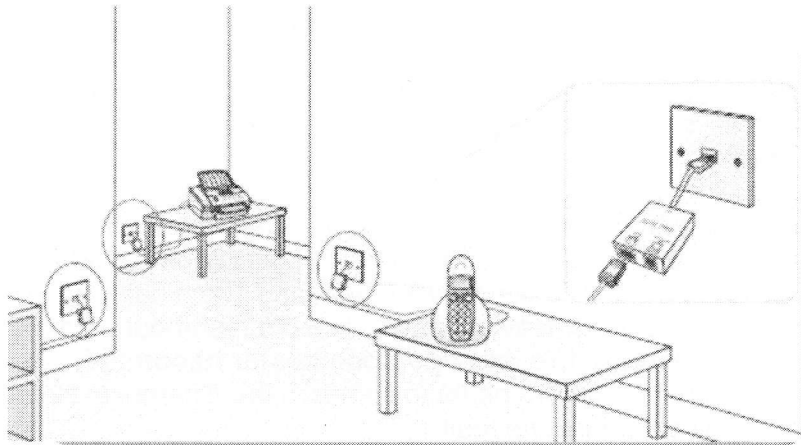
Router owners - you do not need drivers, please ignore this step.

Step 2: Check your broadband connection (line) speed

- Your connection speed (or 'line rate') is the speed of your phone line between your router or modem and the local exchange. It is determined principally by the length of your line and its condition. (Note that old wiring is more susceptible to interference and faults.)
- You can find out your line's connection speed by accessing your router or modem's configuration pages. Do this by typing into your web browser either the IP address 192.168.1.1 (for BT Voyager and Speedtouch routers) or 192.168.1.254 (for BT Home Hubs). On the displayed page, look for the term 'connection speed', 'line speed' or 'line rate', which will usually be shown in Megabits or Kilobits per second (Mbps or Kbps). Please note this speed for later comparison purposes.

Step 3: Check for faulty microfilters or phone equipment

1. Unplug all your broadband microfilters and phones except for your broadband router or modem and its associated microfilter. You should include all corded and cordless phones, fax machines, Sky set-top boxes, and any phone-connected burglar alarms.



2. Restart your router (switch off, wait 30 seconds, then switch on) or modem (reconnect to Internet), then recheck your connection speed as in Step 2 above. Before taking the speed reading, you must refresh your browser page (press the 'Refresh' button on your browser toolbar, or hit F5). If your connection speed increases, this suggests that one of the devices you have removed was generating interference and was causing your broadband service to slow down to compensate.
3. Reconnect your microfilters one-by-one, then reconnect your phone devices one-by-one, **repeating between each the speed test described in Step 2** (remembering to refresh your browser each time). Again, if you connect a device which is causing interference, you should see the connection speed drop (you can then double-check this by disconnecting the faulty item before repeating the speed test in Step 2. It should revert to its previous speed).
4. We recommend you leave the faulty device permanently disconnected or arrange to replace it. (You can buy more microfilters at many electrical retailers or order from www.bt.com/shop by calling 0800 800 150)
5. If no faulty microfilter or phone equipment has been detected, proceed to Step 4.