Simple Ways to Improve Your Home Wi-Fi

Having trouble with buffering, slow downloads, or a device that will not connect? Try these steps to identify and resolve common Wi-Fi problems.

1. Check More Than One Device

Try using the internet on another phone, tablet, television, or computer.

- If only one device has a problem, restart that device and reconnect it to Wi-Fi.
- If several devices are affected, continue with the steps below.

2. Run a Speed Test in CommandIQ

Open CommandIQ and tap **Speed Test** on the Home screen.

Review your:

- Download speed
- Upload speed
- Connection response time
- Connected devices
- Device Wi-Fi strength

Devices may show a Wi-Fi rating of **Strong, Good, or Fair**. Select a device for additional details and troubleshooting guidance.

3. Move Closer to the Router

If a device works better near the router, its usual location may have a weaker Wi-Fi signal.

Distance, walls, floors, furniture, metal objects, and appliances can all affect Wi-Fi strength.

4. Check Your Router's Location

For better coverage, place your router:

- In an open area
- Near the center of your home
- Off the floor
- Away from large metal objects
- Outside cabinets and closets
- Away from microwaves and other electronics

Do not cover the router or place objects directly on top of it.

5. Check Cables and Power

Make sure the power cord and other cables connected to your Boycom equipment are secure.

Look for loose connections, damaged cables, or a power strip that may have been switched off.

6. Restart the Affected Device

Restart the phone, computer, television, gaming system, or other device having trouble.

After it restarts, reconnect it to your Wi-Fi network.

7. Forget and Reconnect to Wi-Fi

If one device still will not connect:

1. Open the device's Wi-Fi settings.
2. Select your home network.
3. Choose **Forget This Network**.
4. Select the network again.
5. Enter the Wi-Fi password.

Make sure you know the correct Wi-Fi password before forgetting the network.

8. Check What Your Devices Are Doing

Several high-use activities happening at the same time can affect performance, including:

- Streaming in HD or 4K
- Downloading large games or updates
- Cloud backups
- Video calls
- Uploading large files
- Multiple security cameras
- Online gaming

Pause any large downloads or updates you are not currently using, then test the connection again.

9. Restart Your Boycom Equipment Once

A restart may resolve a temporary issue.

Disconnect the equipment from power, wait about 30 seconds, reconnect it, and allow several minutes for the network to return.

Avoid repeatedly restarting the equipment. If the problem keeps returning, contact Boycom so we can look for the underlying cause.

Do not press the recessed Reset button. A factory reset may erase your Wi-Fi settings.

10. Consider Additional Wi-Fi Coverage

If certain rooms, floors, or outdoor areas regularly have weak Wi-Fi, your home may need additional coverage.

Boycom mesh units can help extend Wi-Fi into harder-to-reach areas. Our local team can help determine whether additional equipment is appropriate for your home.

Still Having Trouble?

Before contacting support, please:

1. Run a Speed Test in CommandIQ.
2. Note which devices are affected.
3. Check whether the issue happens throughout the home or only in one area.
4. Note when the problem started and whether it happens at certain times.

This information can help our team diagnose the issue more quickly.