

## up to speed

Your high-speed Internet connection is supposed to be fast. That's why they call it "high-speed," right? If your AT&T High Speed Internet connection isn't performing as it should be, here are some things you can do to keep it running in top form.

### The drop off

Hardware problems, interferers like microwaves or 2.4GHz cordless phones, and obstructions like marble or concrete can all affect your Wi-Fi signal. It's even possible that your neighbor's DSL is causing trouble. If you have a sudden drop off in signal quality, one of these issues could be the reason.

### Fade in/fade out

The signal from your car radio fades in and out depending on how far away you are from the station. Your high-speed Internet connection works in much the same way. Try moving your PC closer to the router and away from interferers to clear up your signal. Also, try changing the channel on your DSL wireless router.

### Rolling blackout

A power outage can impact your connection speed. If you've experienced a power outage, once power is restored, turn all of your devices off for a minute or two. When you turn them back on the problem could very well be fixed.

### Location, location, location

The placement of your DSL wireless router can make a big difference in the quality of your signal (even moving it a few inches can help). Make sure it's centrally located and that no objects are blocking it; usually a high spot near the ceiling, such as the top of a bookcase, will give you a good signal. Also, don't place the router flush against the wall or near halogen lighting.

### Other tips

A number of other external factors can affect your connection speed. Here are some more tips to keep your connection clear:

- Have only one Internet provider's software installed on your computer
- Make sure you are only running one firewall
- Be aware that some websites have slower connection speeds

Protect yourself from spyware and viruses using our complimentary Online Protection software, available at <http://helpme.att.net>.

### Where to go for help

For troubleshooting and to learn more about connection issues, go to <http://helpme.att.net>.

### Look how you've grown

If you've looked into all the possible issues listed above, and still are not satisfied with the speed of your connection, it may be time to upgrade to a higher speed to meet your growing needs. For information on all of our products and services, visit [att.com](http://att.com).

The new  **at&t**  
Your world. Delivered.