

NETWORK

Wi-Fi is slow or drops in parts of the office

Quick self-checks, and the site-survey fix we do when it's a coverage problem.

Quick checks

- **Is it slow everywhere or in one spot?** One conference room being bad usually means coverage; everything crawling usually means the internet line or something saturating it.
- **Wired vs wireless:** if a cabled desk is fast while Wi-Fi is slow, that points at the wireless side.
- Move a few meters — microwaves, thick walls, and metal cabinets genuinely eat Wi-Fi.

What we do about it

Open a ticket describing *where* and *when* it's bad ("back office, every afternoon"). Patterns are gold. We can:

- Check the access points' health and usage remotely
- Run a site survey and add or reposition access points for dead zones
- Separate guest traffic so visitors don't slow down your work
- Prioritize your critical apps (calls, card terminals) over casual streaming