

THE WIFI RESCUE QUICK CARD PACK

Four printable cards from The Thirty Minute WiFi Rescue. Pin them up, tick them off, and enjoy steady WiFi in every room.



Card 1: The Symptom Finder

Find the sentence that sounds like your home

SLOW SPEEDS

"Everything is slow, in every room."

First question: is the wired test slow too?

Chapter 3

"Speed tests look great, but things still feel slow."

First question: does the delay jump when someone else is online?

Chapters 6, 9

"Slow only in the evening."

First question: is the evening wired test slow too?

Chapters 5, 10, 14

WEAK SIGNAL AND DEAD ZONES

"One room is weak or empty."

First question: does the signal fade gradually or fall off a cliff?

Chapter 4

"Upstairs or the basement is out of reach."

First question: can a cable reach?

Chapter 12

"My router lives in a cabinet or corner."

First question: can it move to an open, central, higher spot?

Chapter 2

DROPS, STREAMING AND DEVICES

"The connection drops, then returns."

First question: what time, and what else was happening?

Chapter 5

"A television buffers while my phone works."

First question: what speed does the television report?

Chapter 6

"A device needs help joining the network."

First question: does another device join?

Chapter 7

"Smart devices go offline."

First question: what band and signal does the device have?

Chapter 8

WORK, DECISIONS AND UPKEEP

"My video freezes, or my voice sounds choppy."

First question: is my desk on a cable?

Chapter 9

"Should I buy an extender, a mesh system or run a cable?"

Chapter 12

"Is this my router, my plan or my provider?"

Chapter 11

"I want my network secure and healthy."

Chapter 15

THE FIVE TESTS CHECKLIST

Five short tests tell you where your WiFi trouble lives. Run each one two or three times and write down the typical result.

1

The Wired Test

Laptop on an Ethernet cable, laptop WiFi off. Run the speed test.

DOWNLOAD

UPLOAD

DELAY

2

The Near Test

About two meters from the router, on WiFi. Run the speed test.

DOWNLOAD

UPLOAD

DELAY

3

The Problem Room Test

Same device, in the room that gives you trouble.

DOWNLOAD

UPLOAD

DELAY

4

The Evening Test

Repeat Test 2 or Test 3 between seven and ten at night, when everyone is home.

DOWNLOAD

UPLOAD

DELAY

5

The Second Device Test

Same spot, different device.

DOWNLOAD

UPLOAD

DELAY

Wired result close to your plan?

Your line, modem and router are doing their job.
Your fix lives in the WiFi part. Chapters 2, 4, 5 and 12 are your best friends.

Wired result much lower?

Your fix lives in the line, the modem, the router settings or the plan. Chapters 3, 11 and 14 are your best friends.

Second device performs well?

The first device needs attention.

Second device performs the same?

The room or the network needs attention.

Plan speed: _____ download _____ upload Date: _____
Keep this page. It becomes your Baseline Sheet and your evidence if you ever call your provider.

THE PROVIDER CALL SCRIPT

Arrive prepared, stay warm, and make the call short and productive. Use it in your own words, with your Baseline Sheet beside you.

OPENING

"Hello, thank you for taking my call. My name is _____ and my account number is _____. I am calling about slow speeds on a wired connection. I have run tests and I have notes to share. I would like to work together to solve this today."

DESCRIBE THE PROBLEM IN THREE SENTENCES

"My plan is _____ Mbps. On a wired laptop connected directly to my router, I get about _____ Mbps in the morning and about _____ Mbps in the evening. I have restarted the modem and router correctly, checked the cables and tested at several times of day."

SHARE THE EVIDENCE

"I have a Baseline Sheet with dates and times. Would you like me to read the numbers?"

ASK FOR WHAT YOU NEED

- ☐ "Could you check the signal levels on my modem and tell me whether they sit in your accepted range?"
- ☐ "Could you check for any outages or maintenance in my area?"
- ☐ "Could you check whether my modem fully supports my plan speed?"
- ☐ "If everything looks good on your side, could you schedule a technician to check the line at my home?"
- ☐ "Could you note this call in my account and give me a reference number?"

CLOSING

"Thank you. To confirm, you will _____ by _____. My reference number is _____. If the improvement is missing, may I call back and reference this number?"

CALL NOTES

Date and time

Agent name

Reference number

My follow up date

What they checked, and what they promised by when

THE QUARTERLY HEALTH CHECK

Ten minutes every three months keeps your WiFi fast and your home secure. Set a calendar reminder for the first Saturday of each quarter.

EVERY QUARTER

- ☐ Check router firmware and install updates
- ☐ Check device firmware for cameras, doorbells and hubs
- ☐ Review the connected devices list and recognize every name
- ☐ Run the Five Tests and update your Baseline Sheet
- ☐ Compare the new numbers with last quarter's
- ☐ Glance at the router's lights, cables and ventilation
- ☐ Restart the modem and router with the full power cycle

EVERY YEAR, IN ADDITION

- ☐ Refresh the WiFi password for a clean slate, or if you shared it widely
- ☐ Review the guest network and retire old passwords
- ☐ Check your plan against your household's needs
- ☐ Check that your router still receives updates
- ☐ Review your equipment rental fees, if you rent

THE CORRECT POWER CYCLE

- ☐ Unplug modem and router, wait a full thirty seconds
- ☐ Plug in the modem first, wait for steady lights
- ☐ Plug in the router, wait two minutes
- ☐ Reconnect a device and test

QUARTER	DATE	WIRED DOWNLOAD	WIRED UPLOAD	EVENING WIFI	NOTES
Jan					
Apr					
Jul					
Oct					

Numbers hold steady

A quiet success. Enjoy it.

A slow drift downward

Look for new devices, neighborhood changes or aging equipment.

A sudden drop

Revisit the matching symptom chapter.