Working Offsite Troubleshooting

Troubleshooting Tips on Home Wi-Fi

There are many reasons your Internet connection might appear slow. Note that in general, if you are accessing applications or files over the internet, the performance will be slower than if you are on the wired network onsite. Is there anything you can do at home to improve your Internet speed? Try these simple steps that might help.

A Wired Ethernet Connection is Typically Stronger and More Stable

If possible, plug directly into your Internet router for a better connection. Run an Ethernet cable from your router to your computer. If your computer does not have an Ethernet port, you will need an adapter, like an Ethernet to USB C adapter. [Ask Getty Digital Help Desk for assistance if you have questions via call, e-mail or Slack](#).

Perform Home Network Health Checklist

- Test your internet speed. **A wired Ethernet connection is typically stronger and will give you a more stable connection**, but you may also use Wi-Fi if a wired connection is not possible.
    - [Speakeasy Speed Test](#)
    - [Speed Test by Ookla](#)
- If you do have to use Wi-Fi, these tips may help strengthen your connection:
    - Move your computer or mobile device closer to the Wi-Fi router or access point
    - Use a Wi-Fi extender to increase the distance and strength of your Wi-Fi signal
    - Invest in a mesh router (or tri-band router)
    - If using cable internet, use a DOCSIS 3.0 cable modem to improve performance
    - Connect to a 5Ghz frequency
- Find your router, log in to it, and verify that your firmware is up to date
- Check router placement to optimize signal strength.

[This video explains best router placement](#)

Narrow Down the Problem

- Does the slowness happen on all your devices? If it's just your computer, restart the computer, and check that your security is up to date.
- Is the slowness happening when you're trying to send or retrieve certain files? Large graphics files, for example, might slow you down. When sending, zip the files or use FTP. You can search Getty Online for information on using **WinZip** (PC) or **using FTP to transfer large files**. If you're on a Mac, your **[Mac file compression functionality](#)** is a useful tool to produce zipped files.

Reboot Your Modem and Router

If you haven't rebooted your router and modem in a while, you should do it now.

- If you have a combined modem/router unit, you may just have the one device to reboot.
- But there's a good chance you need to reboot two pieces of hardware: The router and the modem. The router connects to the modem, which is connected to the cable coming out of the wall. To reboot them, unplug each from their respective power outlets for ten seconds before plugging them back in.

Don't Saturate Your Connection

If one person is streaming Netflix, and another is gaming online while you're trying to connect, chances are everyone's experience will slow down. Stop (or slow down) some of those other downloads to speed things up. Even on a single Zoom meeting, you can help a spotty connection simply by turning off your video and using only audio.

Move Closer to Your Router

Changing your physical proximity to the router might help.

Change Your Router Position

While hiding your router in a cabinet or behind a pile of books may be aesthetically pleasing, it may not be doing much for your signal. Make sure the router is positioned somewhere with space around it to better capture the signal, and if you can move it higher in the room, that may boost the signal.

External Antenna Positioning

Your router may have external antenna. If so, point the antenna towards wherever the signal is weak and it may amplify the Wi-Fi signal to your computer.

Still Experiencing issues?

- Install/verify updates on computers/mobile devices.
- Install/verify router firmware is up to date.
- Connect with an Ethernet cable directly to router (when available).
- Reboot the router by unplugging for 20 seconds and then plugging back in.
- Minimize demands on router by disconnecting any unused, connected devices.
- Contact your Internet Service Provider (ISP). They may be able to provide more advanced trouble shooting tips, and even perform remote diagnostics.
- Replace old network equipment (modem/router)
  - Contact your Internet Service Provider (ISP) for recommendations on equipment and availability of better internet speeds for your home
  - Old network equipment may be past its normal service life and could be experiencing hardware issues
  - Old network equipment may not be compatible with new services/internet speeds

Getty Digital monitors our application and file servers' performance, to ensure no unusual slowness. Please review the **Teleworking Arrangements published on Getty Online** to note Internet requirements for working offsite.

Turn off any VPN (Pulse Secure, etc.) before entering a Zoom meeting

Some users have experienced dropped connections when their connection to a VPN ends in the middle of a meeting or webinar. To avoid this, simple disconnect from the VPN prior to starting your Zoom session. You do not need to be connected to a VPN in order to use Zoom.

Getty Digital Help Desk Support

Getty Digital Help provides Best Effort support for home networks, which includes a 45-minute home office network setup review session with a technician. Upon request, Help Desk will send an online invitation to schedule time with a technician to provide a best effort assessment of a staff member's home network. Call, e-mail or Slack to set up an appointment.

Limitations: Getty Digital cannot assume full support. Users must assume the responsibility of dealing with their service provider, negotiation, initiating changes and decision making.

Contact a Trustworthy Technical Support Company

Technical support companies can help troubleshoot and upgrade your home network. They provide support on a one-time or subscription basis. For security purposes, be sure to use a reputable company.

Using Zoom – video lagging, audio cutting out?

You might have more folks than usual on your Wi-Fi. Better Zoom performance might be achieved if you try this:

- Do you need video? Turn it off when you don't need it, and you'll enjoy better performance from your (possibly) overtaxed Wi-Fi connection.
- If audio is still spotty, leave the computer audio and join by phone:
  1. Click the **arrow** next to **Mute**/**Unmute**.
  2. Click **Leave Computer Audio**.
  3. Click **Phone Call** and follow the prompt to dial in.

Pulse Secure – what is my "Secondary" password?

You'll be prompted twice for a password when logging in to Pulse Secure. At the first prompt, enter your Getty OneID (including the password you use to log in to the Getty network).When prompted for a **secondary password**, enter the code that Duo has pushed to your enrolled mobile device:

Follow the documented steps if you need to enroll in Duo, change your Duo settings, or enable additional devices.
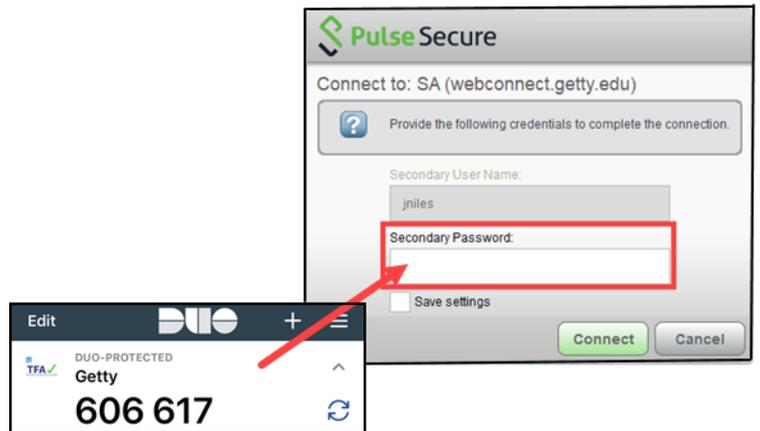
Pulse Secure hangs on a Getty PC

Check that your computer's McAfee security is up to date. (If you haven't connected to the Getty network recently and for the prescribed duration, you might have missed an update.)

In the taskbar, right-click the **McAfee** icon and select **Update Security**. An update may run and will auto-close when complete. Then, log in to Pulse Secure with your Getty OneID and secondary password (the code sent to Duo on your enrolled mobile device).

Review the steps to receive ALL Security Updates for your Getty PC or Mac.