Subject: Upgrading the router/hub
Posted by cwemoy on Thu, 11 Apr 2019 09:26:26 GMT
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Whereas there is every indication that the smart TV is functioning properly, I have been experiencing slow loading and low resolution while streaming. Is it possible that the Wi-Fi router provided by my ISP may not be of the best quality? Will changing the router guarantee a better signal?

Subject: Re: Upgrading the router/hub
Posted by Wayne Parham on Thu, 11 Apr 2019 15:33:32 GMT
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It's possible, definitely. I'd say probably the WiFi signal is the first most likely culprit and definite the first thing I'd check.

If you can, connect directly with an ethernet cable. That's your best performance option too, so if possible, leave it that way.

But if it's not possible or if inconvenient, you might try changing WiFi radio channels. There are only a few options, and most routers are set to automatically select. That's a good thing to do - so in the end I'd prefer leaving it set to "auto" - but while troubleshooting, it makes sense to manually select channels on the router. This may reduce interference from a neighbor that might also be on the same channel.

And of course, you could be right that your router might just be defective. For some reason, I see an abnormally high failure rate in inexpensive WiFi routers. Mostly it's the ones that are also providing the physical connection to the ISP though, which have more exposure to environmental EMF. So that's probably why they fail more often.

Don't rule out the possibility that it may be the line in from the ISP. If you have checked everything on your end and found no remedy, then make a service call to the ISP. The problem could be on their network drop to your home.

Subject: Re: Upgrading the router/hub
Posted by cwemoy on Sun, 14 Apr 2019 08:04:19 GMT
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Hi Wayne, what a great way to explain this! You know a friend suggested that the best option is in using an ethernet cable and now that you mentioned it, this is definitely the way to go. As you say, purchasing another router should be a measure of last resort!