

Wi-Fi, routers & broadband | Medium | 2 min read

Slow internet when everyone is home, and bufferbloat

Does your internet crawl in the evening when everyone is online? That is normal to some extent, but there are ways to make it better.

Why it slows down

Your broadband connection is shared between all your devices. If several people are streaming films, gaming, joining calls and downloading updates at once, they all compete for the same capacity. Your neighbourhood can also be busier in the evenings, which can affect some connections.

What is bufferbloat?

Imagine a motorway slip road with a long queue. When your connection is busy, data waits in a queue inside your router. That wait causes delay, so web pages hang, video calls freeze and games lag, even though your speed test looks fine. This is bufferbloat. It is most obvious when someone is uploading a big file or backing up photos.

Simple ways to ease it

1. Pause large downloads, game updates and cloud backups while you need a good connection.
2. Schedule updates for overnight, where the device allows.
3. Lower the video quality on streaming apps if the connection is struggling.
4. Use a network cable for the devices that matter most, such as a work laptop.
5. Restart the router properly if it has been on for months.

Look at the router

Some routers have a setting called **QoS**, **Smart Queue** or **Traffic prioritisation**. It can help share the connection more fairly. Settings differ between routers, so only change them if you understand them or have guidance from your provider. Check the sticker for the router address and login.

Check your Wi-Fi

Crowded Wi-Fi can look like a slow connection. Our guides on speed tests and Wi-Fi bands can help you tell the difference.

When to think about a change

If the problem is there all day, even with only one person online, then capacity may not be the cause. If you often hit the limit, ask your provider what faster options are available at your address. Do not rely on an advertised figure you read some time ago.

When to get more help

If your calls and games lag even though speed tests look fine, we can help narrow down the cause.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.