
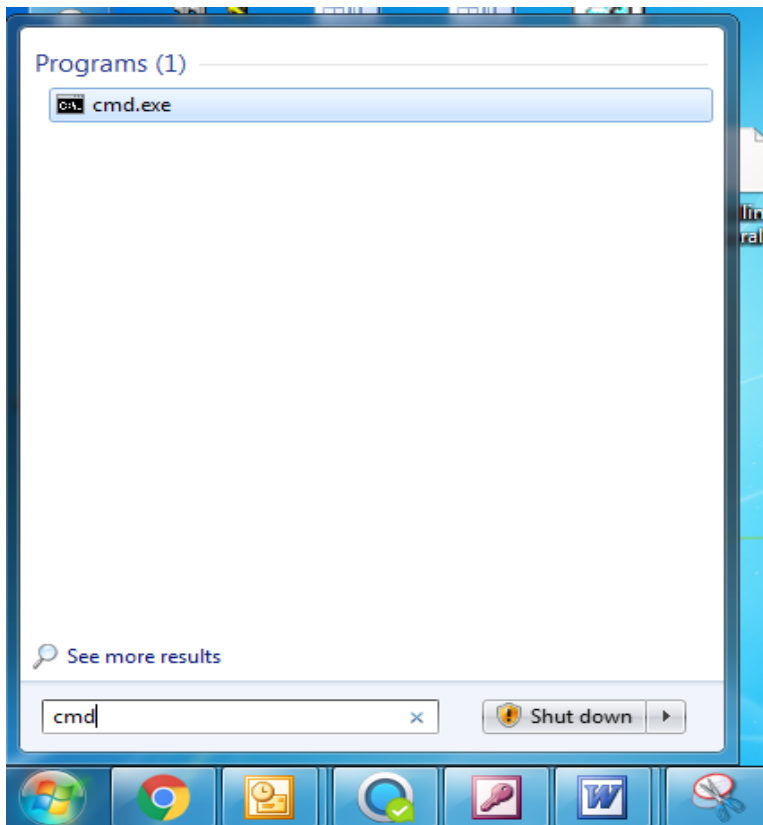




How to Perform a Latency Test – Windows Users Only

Welcome to GTB’s Quick Guide on how to perform a Latency Test on your network. If you are experiencing issues with your voice service, conducting this test will help you determine the cause. Results **below 100ms (milliseconds) confirms there is no latency issue**. Results above 100ms (milliseconds) indicates there is a latency issue with your network, and that you will need to report the problem to your Internet Service Provider. Please note that these instructions apply to **Windows Users only**. Below, we provide three easy steps to perform the test.

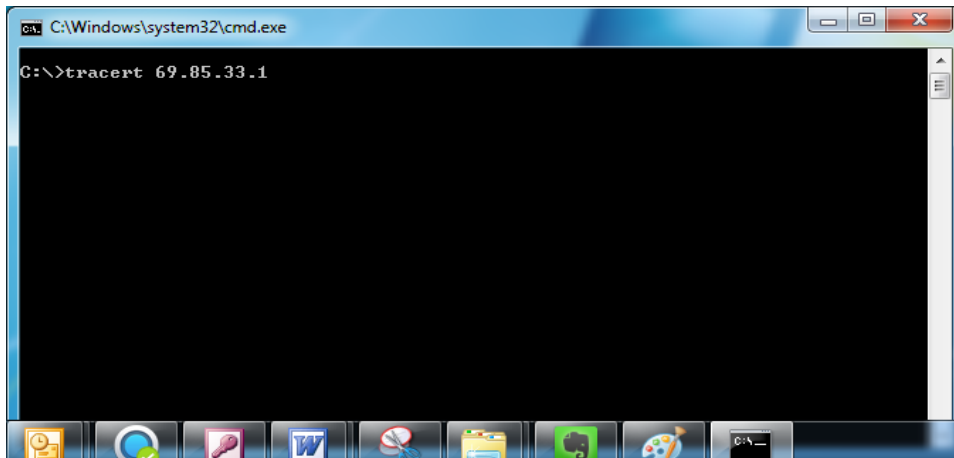
Step 1: Click on the Start Menu Key  on your desktop menu. A “*Search program and files*” field will appear. In the search field, type the word “CMD” and press the “Enter” key.





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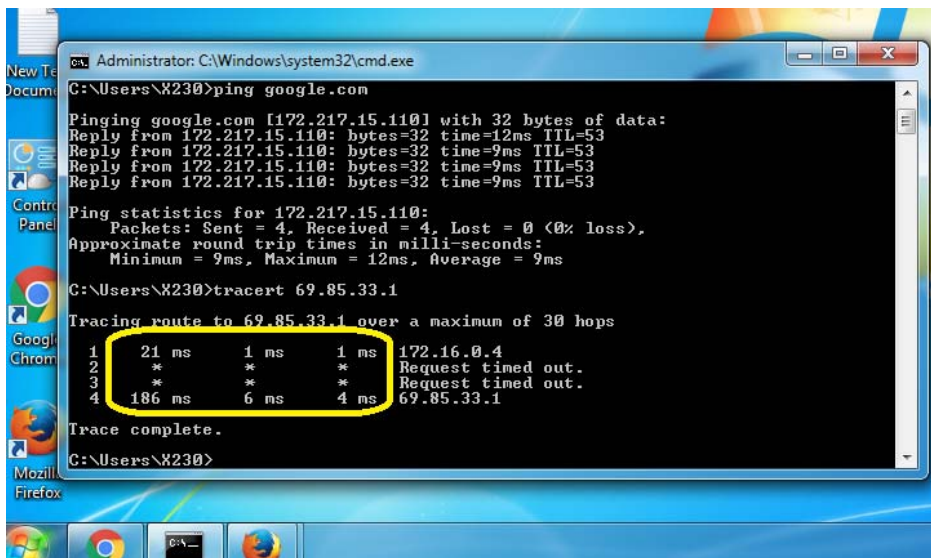
Step 2: The command window will then open. Type the following command: `tracert 69.85.33.1`. Then press the “Enter” key.



Step 3: The results will populate on the command screen.

How to interpret the results:

- **No Latency Issue** - Anything less than 100ms (*milliseconds*) confirms there is no latency issue on your network at this time.
- **Problem with Latency (requires the following two more steps)** - If the results are above 100ms then the test indicates that there is a problem with your networks latency and you should proceed with the next couple of steps.





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Step 4: If your test shows you have a latency issue, take a screenshot of the results. How to take a screen shot on your **PC** - Ctrl + Print Screen (Print Scrn) and Ctrl + V.

Step 5: Once the screen shot is taken, send the screen shot with the results to your ISP (Internet Service Provider).

Still have questions?

Please contact the Customer Care team by email at custservice@gtb.net or phone at 1 (877) CALL-GTB.