

# How to get the most out of your Home Broadband

April 2020

## Before you begin...

- How fast is your broadband? To get a good experience we recommend at least 5Mbps and if you are doing Skype or Teams Meetings then at least 10Mbps
- Check your speed now (make sure you aren't logged into Citrix or connected to the VPN) – go to <https://fast.com>
- If you can sit next to your router to run the test it will give you an indication of what your top speed is.
- If your speed is nowhere near what you are contracted for then contact your Internet Service Provider (ISP)



**Your Internet speed is**

**74 Mbps**



# Get superfast

- Most homes and businesses can now upgrade to superfast broadband of at least 24Mbps (and often much faster). Visit the Connecting Cambridgeshire [Getting Superfast](#) webpage to check if you can get superfast and follow the steps to upgrade, or find out about the options available if you can't get it yet. If you don't live in Cambridgeshire, use the links to neighbouring counties' broadband programmes.
- If you need further advice on improving your broadband to allow you to access support or work from home during the Covid-19 outbreak, please contact the Connecting Cambridgeshire team by emailing [contact@connectingcambridgeshire.co.uk](mailto:contact@connectingcambridgeshire.co.uk) stating your address, postcode, and situation.




## Quickest and Best Solution

- If you want the best connection, then a wired connection from your Laptop directly to your router is the best option.
- Your router should have come with an RJ45 cable otherwise known as an ethernet or network cable (see image top right).
- Plug this into your Laptop and then your router
- If you are a Chromebook user then you will need to buy a USB to ethernet adaptor

Tip: Make sure you don't create a trip hazard when connecting your devices





# When wired isn't an option

Tip: Make sure no one in your household is streaming TV or Music whilst you are working, especially whilst you are video conferencing.



- Try to place your router on a table or shelf
- Place your router in a visible position
- Turn off unused or extra internet-connected devices
- If you have noticed a dip in performance, then try restarting your Laptop/Chromebook and rebooting your router



- Put your router behind a TV or electrical appliance
- Put your router on the floor
- Put your router in a cupboard

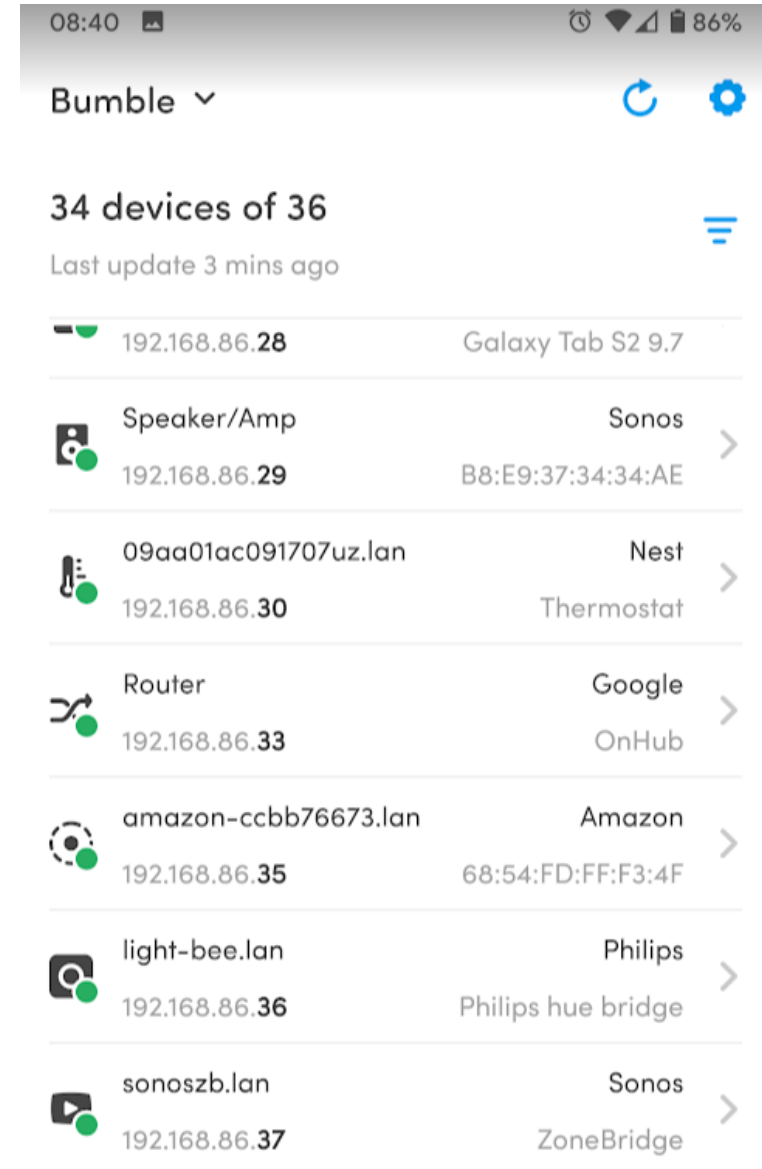
# How Strong is My Wi-Fi?

- You can download a tool called WiFi Analyzer to your mobile phone
- This can tell you where your Wi-Fi Hot and Not Spots are, using a signal strength gauge
- Simply walk around your house with the app open and watch the needle go up and down



# Advanced – What's eating my broadband

- You can download a mobile app called Fing
- This will scan your network and let you know what devices are connected
- If there is a device that you don't recognise you can change your Wi-Fi password (you will need to reconnect all your devices with the new password)



**WARNING!**  
More Advanced  
Guide Here

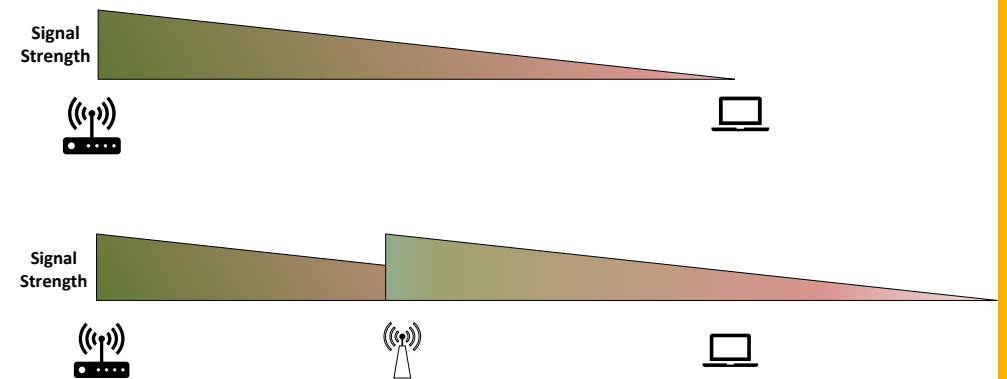
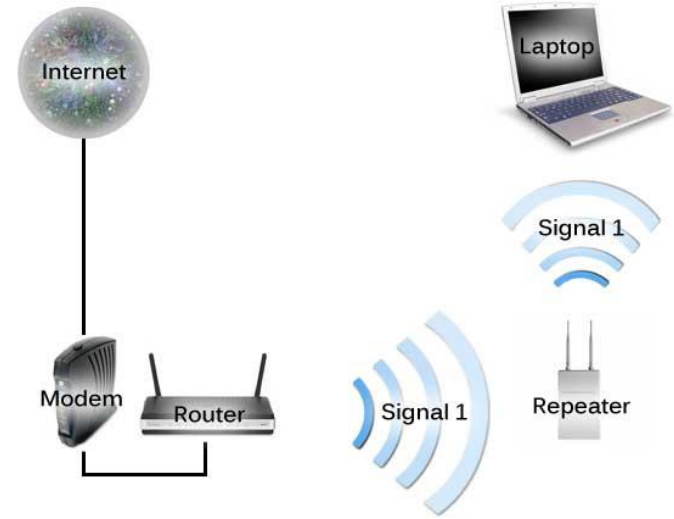
**Only proceed if you  
want to get techy**



# Extenders Explained

- You can buy a Wi-Fi extender which will boost your signal across your house.
- An extender receives a signal from the router and then transmits a new signal however, it is important to note that the speed it transmits will be lower than it receives so location is very important

Tip: Don't place the extender in the same room as your device but between your device and your router



# Ethernet Over Power

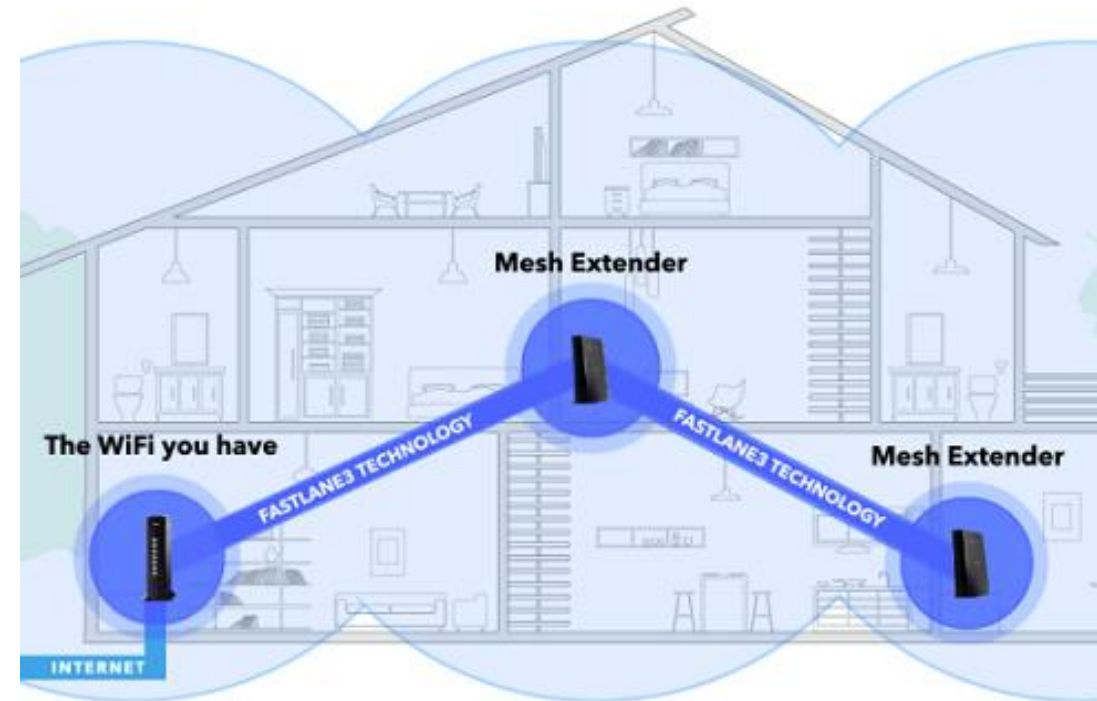
- You can buy adaptors that will transmit your broadband over your power lines
- Simply plug in the adaptor next to your router and use the supplied network cable to plug into your router
- Then wherever you are working plug in the adaptor into a power socket and the network cable into your laptop
- This will provide nearly as good a quality as a direct cable connection
- You can also get these as Wi-Fi Extenders

Tip: Make sure the power sockets are on the same ring connected to you fuse box



# Mesh Wi-Fi Extender

- Mesh Wi-Fi is similar to Wi-Fi Extenders but will talk to each other to give you seamless coverage across your whole home when using 2 or more adaptors.
- Your devices will connect to the closest adaptor automatically without disruption as you move around your house.
- They normally come with apps for your phone enabling you to
  - Monitor its performance
  - See how many devices are connected
  - Use timers if you want to limit user's internet time
  - Throttle and Prioritise devices

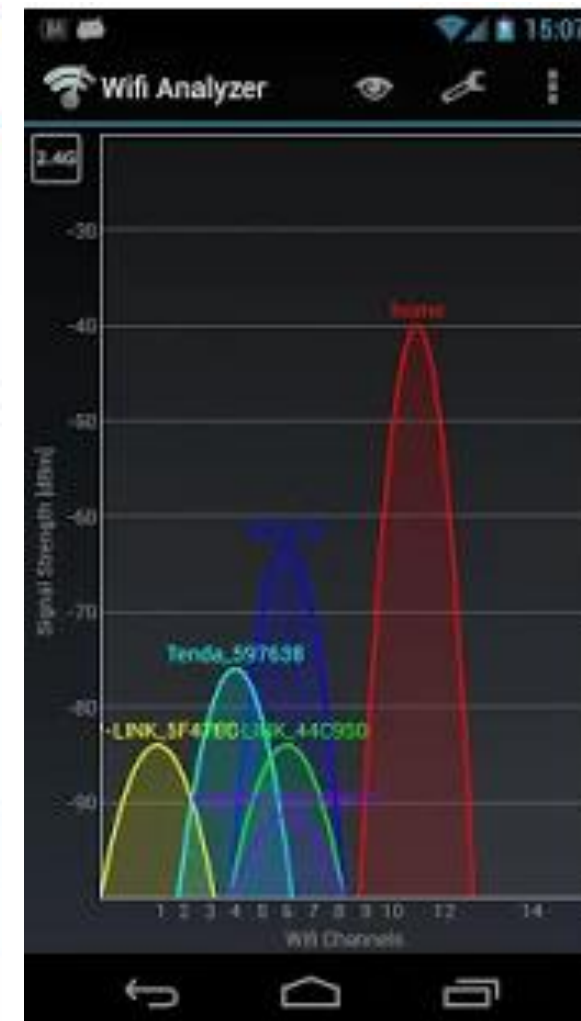


# Advanced

- If feeling adventurous there are other things you can look at.
- WiFi Analyzer helps you understand
  - Where Wi-Fi Hot and Not Spots are by using a signal strength gauge
  - Find a less crowded channel (see next slide) to use (instead of competing with your neighbours)



Signal Strength Gauge



Channel Analyzer

# Wi-Fi Channels

- A Wi-Fi Channel is like a TV channel, if you try and broadcast more than one thing on that channel you get interference; choosing a free channel will vastly improve your signal
- Most modern Wi-Fi Routers will do this automatically for you however, if your router is over 2 years old it may be worth contacting your ISP to see if you can get a new router
- If you do want to change channels yourself then either
  - Contact your ISP and ask them how to do this
  - Use the Wi-Fi Analyzer app to find a less crowded channel to use (instead of competing with your neighbours)
  - Use google to find out how to do this



changing wifi channel on |

- changing wifi channel on **bt home hub**
- changing wifi channel on **virgin superhub**
- changing wifi channel on **router**
- changing wifi channel on **iphone**
- changing wifi channel on **google wifi**
- changing wifi channel on **orbi**
- changing wifi channel on **spectrum router**
- changing wifi channel on **mac**
- changing wifi channel on **tp link**
- changing wifi channel on **sky**

Google Search

I'm Feeling Lucky

[Report inappropriate predictions](#)