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## Chromebook – How To Resolve Slow Internet

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This How To will guide you through the suggestions and steps that will help you maximize your Internet speeds at home. Shorthand version on Page 9.

### ***Placement and Setup of your Modem and Router***

#### **Modem**

This is often placed near where the line comes into the house. If you are having new service being put in, ask the technician to place it more centrally.

#### **Router**

This should be placed centrally in your home to provide the most coverage, ideally in a raised location with good airflow. If your modem is placed on one side of the home or in a far corner, you may need to run a cable under the floor or use power line adapters to connect the two.

Alternatively the router can be placed in the room with the most high-bandwidth devices (televisions for streaming services, gaming consoles, computers, etc.). This will allow you to connect those devices directly with cables, allowing more WiFi bandwidth to be available for other less demanding devices.

Avoid placing it near or behind signal blockers (large metal objects, concrete walls, aquariums etc.) or near microwaves (the microwave signal can interfere with the 2.4GHz WiFi band of the router).

If the router has antennas, position them to get the widest range of angles.

Keep the doors to the room with your router open.

### ***Identify Dead Spots***

Connect to your WiFi with a device that shows bars for signal strength such as a smart phone, a tablet or a laptop. Walk around the house and make note of the rooms where the signal is strong and where it is weakest.

Avoid using high-bandwidth devices in weak signal areas or consider using a signal booster/extender.

## Reboot your Modem and Router

- 1 **Shut down your computer or mobile device.**
- 2 **Unplug the power cord from your modem and router.**
- 3 **Wait 30 seconds.**
- 4 **Plug the modem power cord back in.**
- 5 **Wait 2 minutes for the modem to connect.**
- 6 **Plug the router power cord back in.**
- 7 **Wait 2 minutes for the router to connect.**
- 8 **Turn on the device you wish to connect to WiFi.**
- 9 **Verify your device is connected to your WiFi.**

The lights on the modem will come on as it reconnects and will go from blinking to solid.

If you are not connected or if this is your first time connecting, please see our Chromebook-HowTo-Connect-ToWiFi to make sure you are on your home WiFi network.

- 10 **Test WiFi by visiting a few websites.**

## Estimate the Internet Speed you need

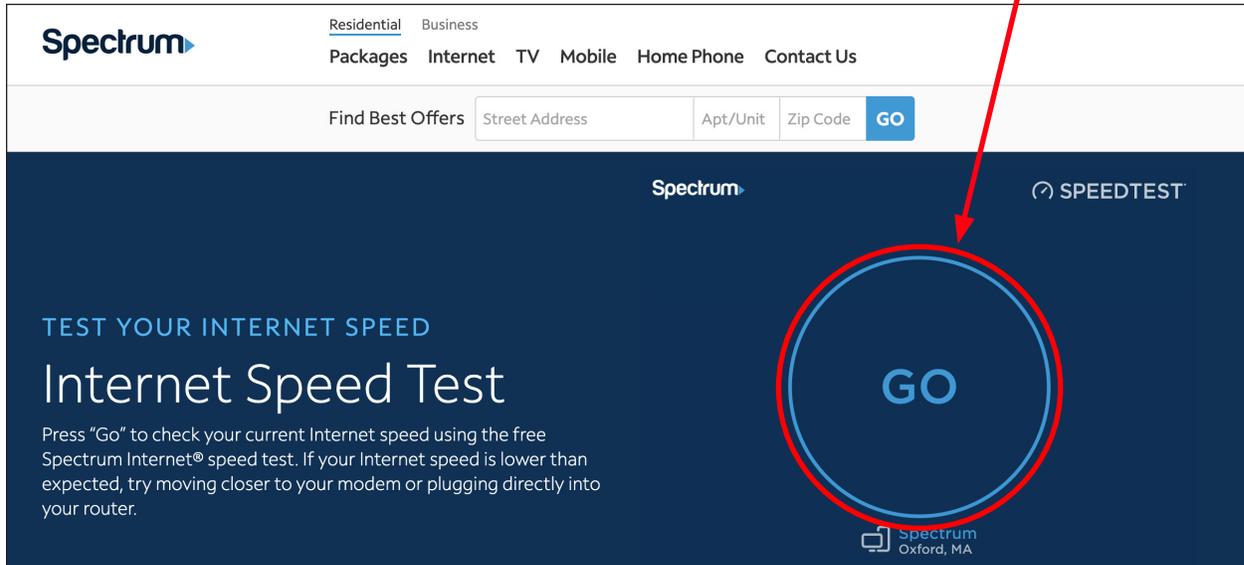
The quick answer to this is that **more is better** as new devices continue to be added to home WiFi networks and streaming options are multiplying quickly. For a general overview, please consult the table below.

# of Devices in Active Use	Primary Usage	Recommended Download Speed
1-2	Email; Social Media; Video Streaming (Moderate), Web Browsing	Up to 25 Mbps
3-5	As above + Online Gaming and Full HD – 4K Video Streaming	50 – 100 Mbps
6+	As above + Large File Sharing and Live Video Streaming (Facebook, Google Meet, Zoom, Twitch, etc.)	150+ Mbps

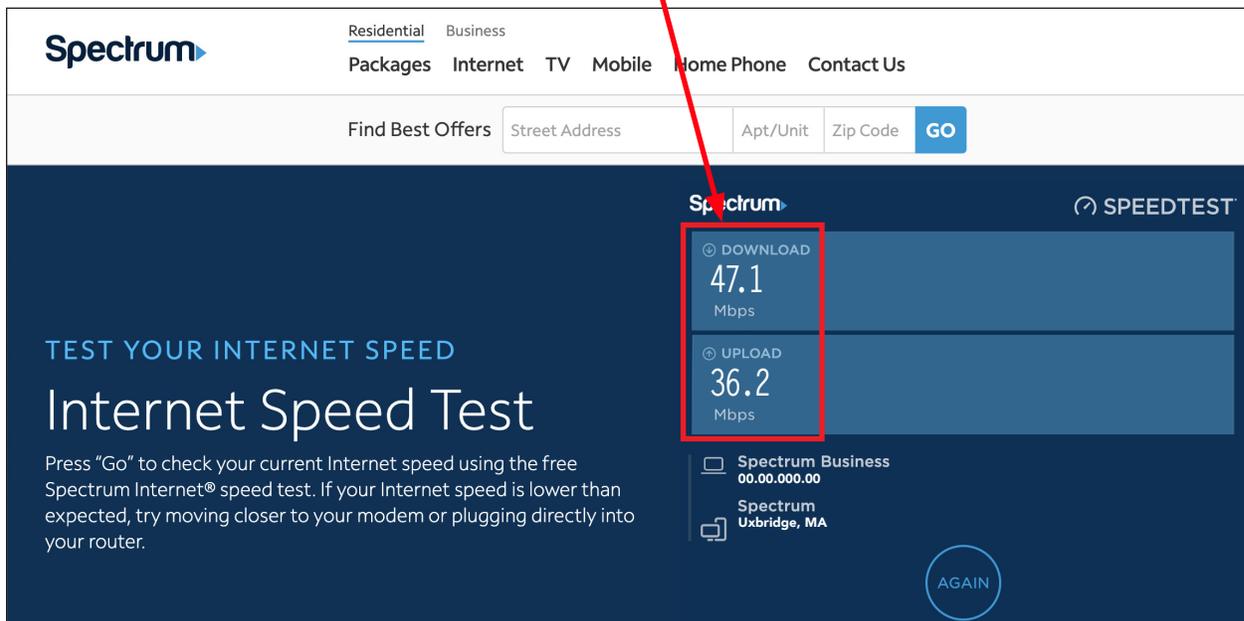


## Test your Current Internet Speed

- 1 Navigate to <https://www.spectrum.com/internet/speed-test> in your browser and click on GO



- 2 Wait for the Speed Test to complete and view results



The numbers above will differ from the results you receive based on your current Internet Plan or Subscription Package with Spectrum. Your speed may be limited by your modem and router to a degree if they are more than 3 years old.



## Assess your Internet Speed

In working through this How-To, you should have now:

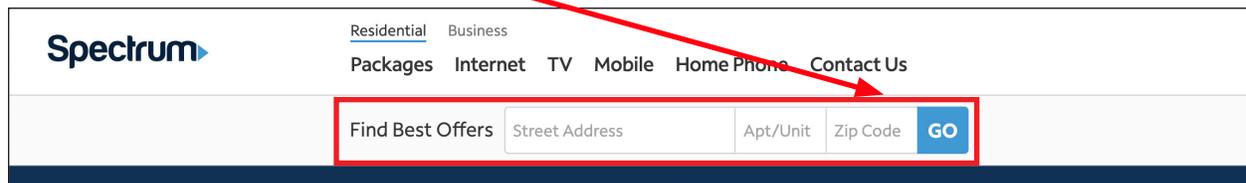
- Adjusted placement of your modem and router,
- Located coverage dead spots,
- Rebooted your modem and router
- Estimated your Internet needs and
- Tested your Internet speed.

If your Internet service is still slow, it may be time to either upgrade your modem and router, or upgrade to faster Internet service with Spectrum. A good rule of thumb regarding your modem and router is to plan to upgrade them every 3-5 years. Technology is advancing quickly and along with it the demand for faster Internet speeds and connectivity for more devices.

## Upgrade your Internet Speed and/or Modem and Router

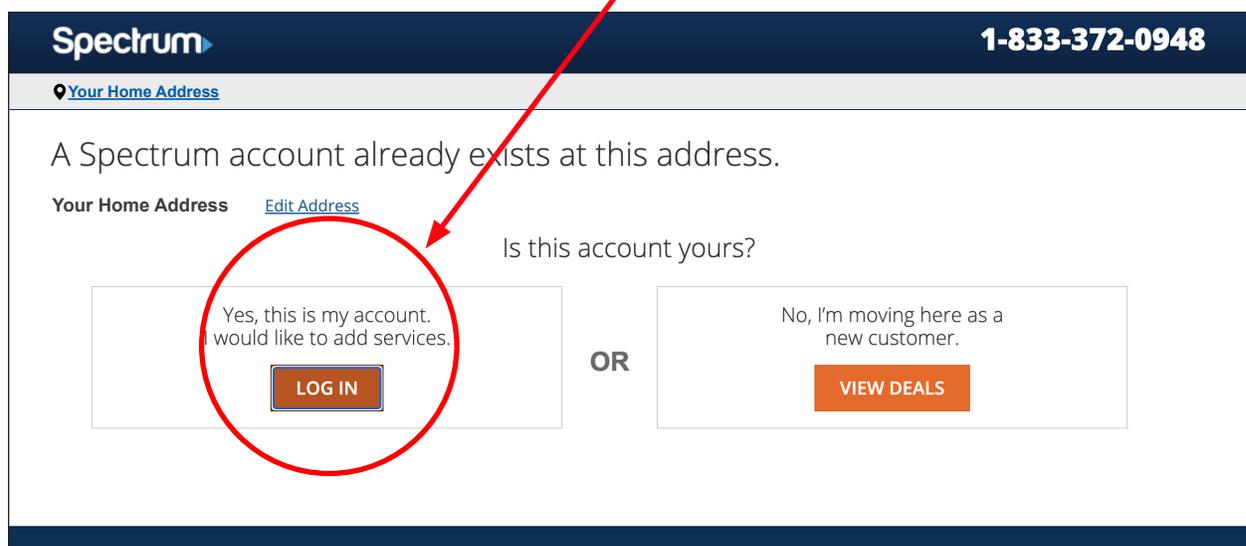
1 **Navigate to <https://www.spectrum.com> in your browser**

2 **Fill in your address and click GO**



Spectrum  
Residential Business  
Packages Internet TV Mobile Home Phone Contact Us  
Find Best Offers Street Address Apt/Unit Zip Code GO

3 **If you already have a Spectrum Account, Log In under that account.**

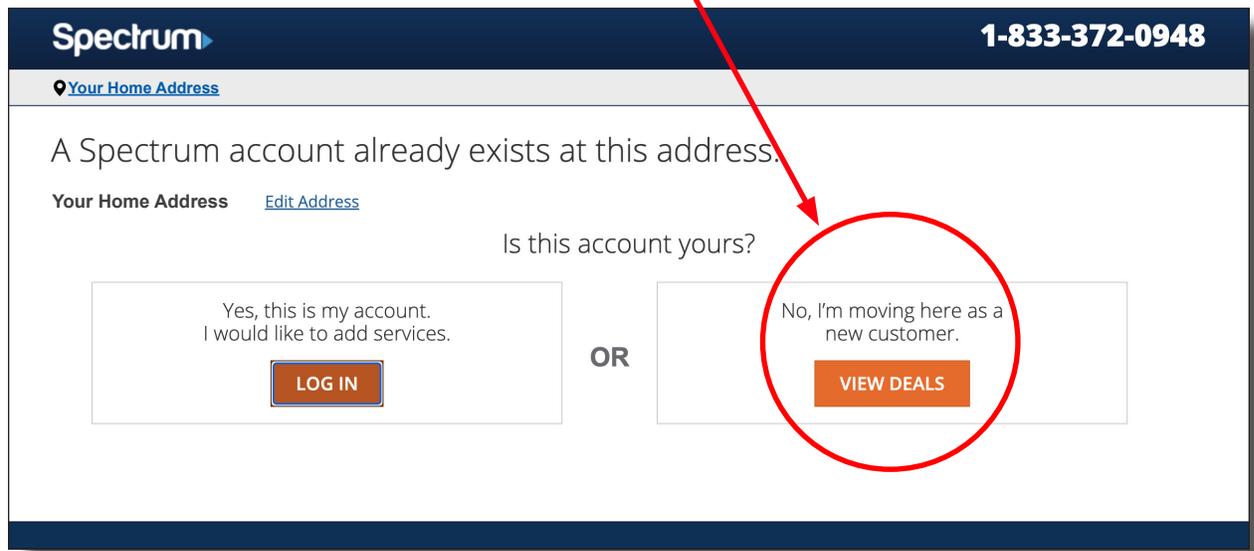


Spectrum 1-833-372-0948  
Your Home Address  
A Spectrum account already exists at this address.  
Your Home Address Edit Address  
Is this account yours?  
Yes, this is my account. would like to add services. LOG IN  
OR  
No, I'm moving here as a new customer. VIEW DEALS



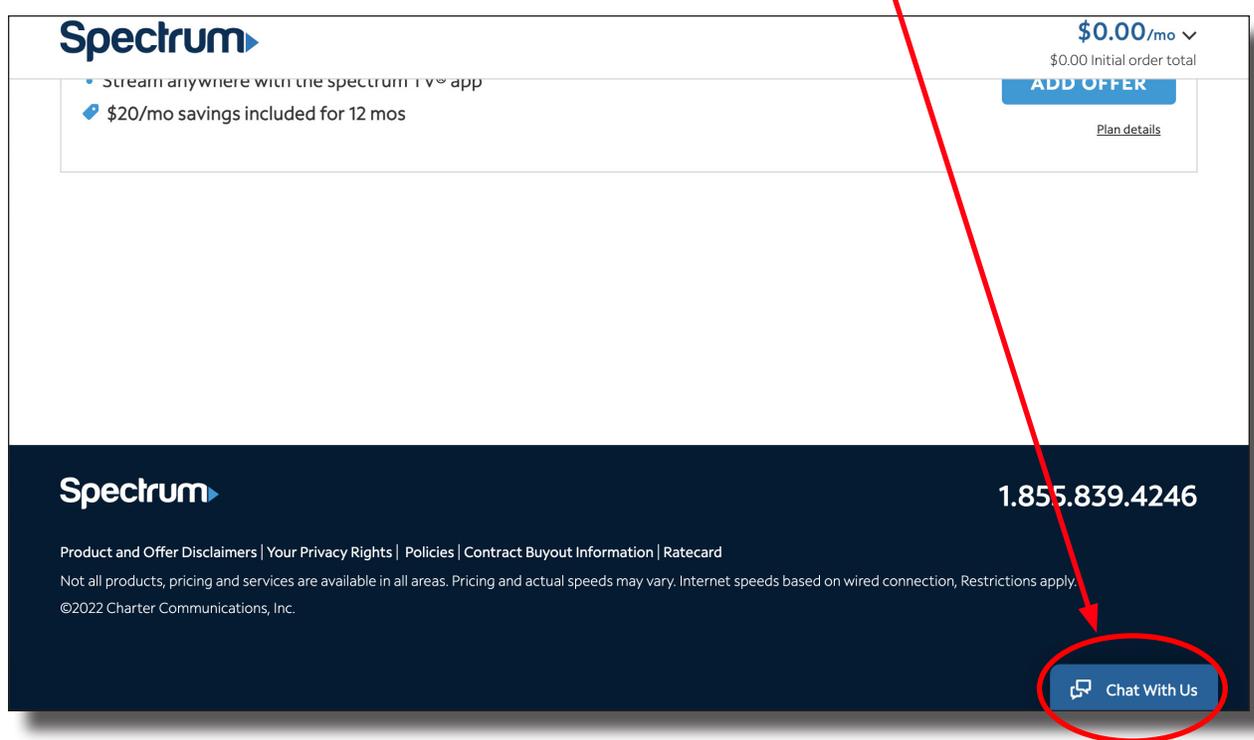
You should now be able to see your current Internet Plan or Subscription Package as well as your equipment. There will be an option to see all available upgrades and you can choose one that will better suit your needs.

**4 If you don't have a Spectrum Account, Select View Deals.**



This will bring you to a Spectrum web page with all available New Customer deals and rates where you can choose one that matches your current needs.

**5 If you get stuck in the process or have any questions, click Chat With Us for help!**



## 6 You can also call Spectrum for Sales or Support.

- If you would like to shop for Spectrum services or upgrades, call **877.463.0677**.
- If you would like to speak with Technical Support about your Modem and Router, either for additional troubleshooting or about upgrading them, please call **888.369.2408**.

## Spectrum Internet® Assist for Qualified Households

### 1 Requirements - One or more members of your household must receive:

- National School Lunch Program (NSLP)
- Community Eligibility Provision (CEP) of the NSLP
- Supplemental Security Income (for applicants age 65+ only)

In addition, an online application will need to be filled out.

### 2 Features of the program:

- Free Internet modem
- High-speed Internet at 30 Mbps
- No data caps
- No contracts
- Optional in-home WiFi service at \$5/month

### 3 Check eligibility at <https://www.spectrum.com/internet/spectrum-internet-assist>

Spectrum is proud to participate in the FCC Affordable Connectivity Program which allows eligible households to save up to \$30 a month on Internet service. [Check eligibility](#)

**FAST INTERNET, LOW PRICE**  
**Spectrum Internet<sup>®</sup> Assist**

Qualified households can **SAVE** on high-speed Internet at a special rate.  
Learn more about Spectrum Internet Assist here, or start shopping.

**SAVE NOW** **Chat With Us**



## How to Resolve Slow Internet (Shorthand Version)

- **Placement and Setup of your Modem and Router**

1. *Locate* them centrally in your home, ideally in a raised location with good airflow.
2. *Avoid placing* near signal blockers (large metal objects, concrete walls, etc.).

- **Identify Dead Spots**

1. *Use* a device showing signal strength to *identify* areas of weak signal in your home.
2. *Avoid using* high-bandwidth devices in those areas or *consider* obtaining a **signal booster/extender**.

- **Reboot your Modem and Router**

1. *Shut down* your **computer or mobile device**.
2. *Unplug* the **modem and router** and *wait* 30 seconds.
3. *Plug in* the **modem** and *wait* for two minutes for it to reconnect fully.
4. *Plug in* the **router** and *wait* for two minutes for it to reconnect fully.
5. *Power on* your **computer or mobile device** and *verify* that it connected to your WiFi.
6. *Test* the **WiFi** by visiting a few websites.

- **Estimate the Internet Speed you need**

1. *See* the Table on Page 2.

- **Test your Current Internet Speed**

1. *Navigate* to <https://www.spectrum.com/internet/speed-test> and *Click* **GO**.

- **Assess your Internet Speed**

1. If it is still slow after the above steps, *consider upgrading* your **Internet Speed, Modem and/or Router**.

- **Upgrade your Internet Speed, Modem and Router**

1. *Check upgrade options* and deals at **Spectrum** as an existing or new customer.

- **Spectrum Internet® Assist for Qualified Households**

1. *Check eligibility* at <https://www.spectrum.com/internet/spectrum-internet-assist>.

