



## **How-To Manage and Fix Slow Internet Speeds at Home**

### ***Summary***

We have all been there, slow WiFi, video buffering, getting disconnected from video meetings, and just overall general slowness while browsing the web. The Uxbridge Technology team would like to share with you some information that will help you to maximize your home's internet performance. In this How-To we will discuss;

- The proper placement of your modem and WiFi router
- Rebooting your modem and router
- Testing your current internet speeds
- Contacting Spectrum for internet speed and equipment upgrades, also support

### ***Proper Placement of Your Modem & Router***

In our experience we have found that there are two primary choices on where you and or the Spectrum technician should set up your modem and router:

1. If you desire to use WiFi equally throughout the house, the modem and WiFi router should be placed as close to the middle of your home as possible. This helps provide the best possible WiFi signal throughout your home. If a Spectrum internet service technician is installing your modem and router they will install them in the best possible position in your house.
2. If there is a primary media room where you use WiFi the most, the modem and WiFi router should be placed in that location. This allows you to wire devices that require more bandwidth for things such as, streaming videos or gaming systems, directly into your WiFi router. Doing this will minimize the wireless needs of those devices, and open up more WiFi bandwidth for your wireless devices.



## ***Rebooting Your Modem & Router***

Rebooting your modem and WiFi router helps to ensure you're getting the best possible internet and WiFi speeds. Check out below for the best practises for rebooting the modem and WiFi router:

1. Shutdown all devices connected to the internet; computers, gaming systems, tablets, and smart devices, etc.
2. Unplug the power cord from the back of the modem.
3. Unplug the power cord from the back of the WiFi router (skip this step if you have a modem router combo).
4. Wait 30 seconds, reconnect the modem power cord.
5. Wait about two minutes to allow the modem to reconnect (the modem lights should all be solid once reconnected).
6. Reconnect the power cord to the WiFi router (if your router is separate from your modem).
7. Wait two minutes to allow your WiFi router to connect.
8. Turn on one of your wireless devices (preferably a laptop or tablet).
9. Ensure your wireless device is connected to the proper WiFi signal of your router.
10. Attempt to browse to web pages to verify that you're connected to the internet.

## ***How Much Internet Do I Need & Testing Your Internet Speeds***

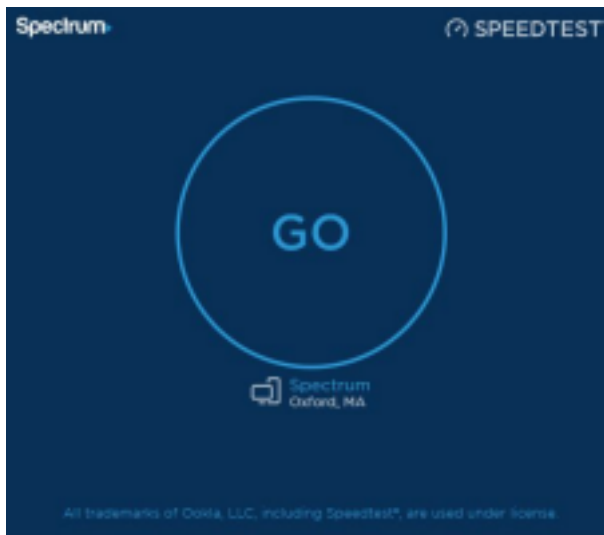
A question we get asked a lot is how much internet do I really need for my house? There really isn't a full proof number that any ISP provider or computer tech can give you. But we have put together a chart that can help you decide on which plan would be best for you and your family.

<b>Number of Devices</b>	<b>Use Cases</b>	<b>Recommended Download Speed</b>
1 - 2	Web surfing, email, social networking, moderate video streaming	Up to 25 Mbps
3 - 5	Same as above + Online gaming, and Full HD - 4K video streaming	50 - 100 Mbps
More than 5	All of the above + sharing large files and live streaming video (Zoom, Google Meets, Facebook Video, etc)	150 Mbps and Above

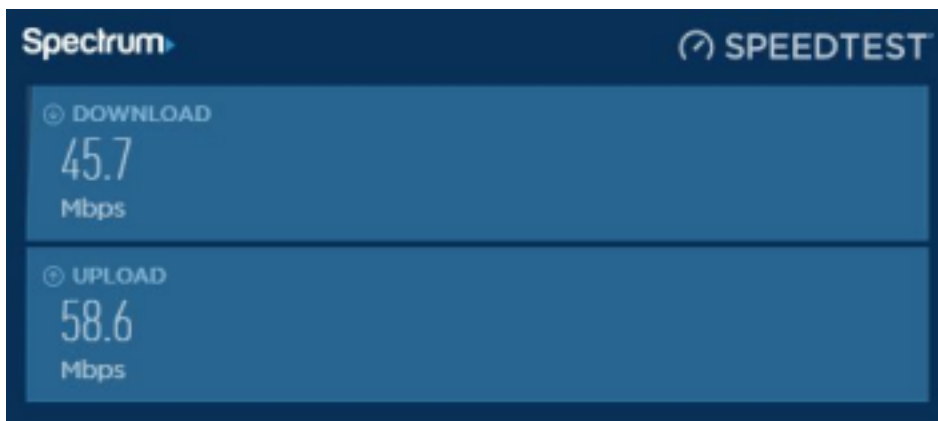


Now that you have a general idea of what you should have for internet speed for you and your family, follow the steps below to see if your current Internet speeds with Spectrum will fit your needs:

1. Open your internet browser and in the address bar type in <https://www.spectrum.com/internet/speed-test> and click enter.
2. Once the page loads, click **GO** in the Speedtest box.



3. Once the Speedtest is complete you will see the results of your current Download & Upload speeds.



4. Your results will differ from the image shown above depending on your subscription plan with Spectrum and the modem and WiFi router that you're currently using.

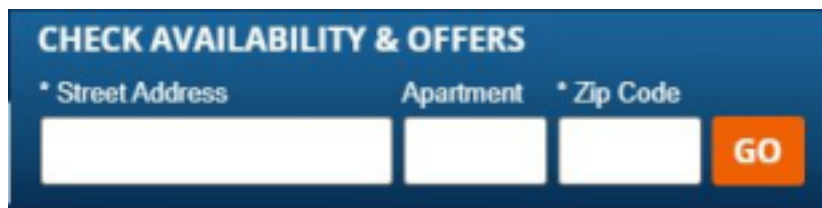


## **Contacting Spectrum for Equipment and Speed Upgrades & Support**

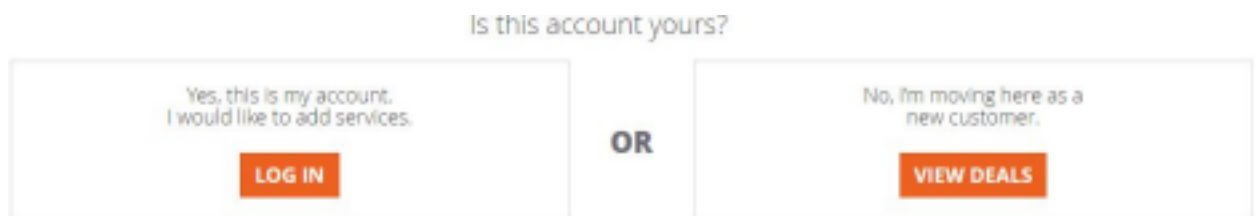
You have now rebooted your modem and WiFi router, determined your internet speed you and your family needs, and tested your current internet speed. If you find that WiFi and internet browsing is still slow, it could be time to upgrade your modem and WiFi equipment and your internet speed package with Spectrum. A good rule of thumb is modem and WiFi routers should be upgraded every three to five years, depending on your internet needs. If your modem and WiFi router is 3 years or older, please follow the three steps below for contacting Spectrum to see what options are available for you.

### **Spectrum Website**

1. Turned on your computer and open your internet browser and type in the address bar <https://www.spectrum.com/> and click enter.
2. Once the web page loads enter your address in the **Check Availability & Offers** box.



3. Click **GO**.
4. Once the web page loads, if you already have an account with Spectrum you will be asked to **Log In** to see the new offers available to you, or if you will be a new Spectrum customer you can click on **View Deals** for new Spectrum customers.



5. If you have successfully Logged into your Spectrum account, you should see your current internet package and equipment. Navigate your account page to view all upgrades available for you and select the best package.
6. If you have selected **View Deals** as a new Spectrum customer you will see a web page with all available new Spectrum customer deals and rates.
7. If you get stuck or have questions during this process you can click the **Ask Spectrum** icon at the bottom right of the web page, and chat with a Spectrum agent.



**Contacting Spectrum Sales & Support**

- You can contact the Spectrum Sales agents via **1-855-243-8892** they will be able to help you with new Spectrum customer offers or adding to your current Spectrum internet plan. • If you have any questions or concerns about your current internet package or having issues with you current Spectrum modem and WiFi router you can contact the Spectrum Support agents via **1-855-707-7328**

**Spectrum Internet Assist**

- Spectrum does offer an assistance program for families that meet certain financial criteria, see the table below for what this program covers:

Free Internet Modem
High-Speed internet at 30 Mbps
No data caps
No contracts
Optional in-home WiFi service at \$5/mo

- One or more members of your household must be a recipient of one of the following programs:

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

- Please visit <https://www.spectrum.com/browse/content/spectrum-internet-assist.html> and click **Learn More** for more information and to see if you and your family qualify.

