

# Internet Tips

By Alex Young (VO Eclub Tech Director)

## Determining your internet speed

- You can easily test your internet speed by using one of the free test tools available. They all work well and will give you your download (most importantly) and upload speeds. They are free to use and do not require you to register or sign up for an account. Some popular ones include:
  - Speedtest.net by Ookla (This is the one I use)
  - Speed.Measurementlab.net by MLab.
  - Fiber.google.com/speedtest by Google

## Possible reasons why your internet speed is slow

- Are you paying for 1Gbs internet speed but only seeing 500Mbs on your speed tests? Here are possible reasons why your internet speed is significantly slower than what you are paid for.
  - You are running the internet speed test on a tablet.
    - Tablets (iPad, Amazon Fire tablets, MS Surface tablets) and some phones often give poor (slow) internet speed results. Try running the internet speed test using a laptop computer.
  - Your WiFi connection is using the 2.4Gz frequency.
    - Your WiFi router has several frequencies to connect to your devices. The 2 most popular frequencies are the 2.4Gz and 5.8Gz frequencies. The 2.4Mz is older and slightly slower. If you are connected using the 2.4Gz frequency, you will be limited to roughly 40Mbs-200Mbs internet speeds. The 5.8Gz is capable of 600Mbs-1000Mbs internet speeds.

## How do I determine what Wi-Fi frequency I am using?

- **Check Network Name (SSID):** Look at available networks. Names ending in "5G," "5.0," or "5" usually indicate the 5 GHz band, while "2G," "2.4," or no designation often indicates 2.4 GHz.
- **Windows:** Go to **Settings > Network & internet > Wi-Fi**, click your connected network, and view the properties to find the "Network band".

# Internet Tips

- **iPhone:** Open **Settings > Wi-Fi**, tap the "i" next to your network to view details.
- **macOS:** Hold the **Option** key, click the Wi-Fi icon, and look at the "Channel" (2.4 GHz or 5 GHz)
- **Android:** Open Settings>Connections> Wi-Fi, the Frequency should show under your Network Name. (If you don't see it, you can enable it by going to the 3 dots in the upper right corner, select Intelligent Wi-Fi, Click 3 times on the Intelligent Wi-Fi version, Connectivity labs, and select Customize Wi-Fi list settings, Show Band Information. Go back to Settings,>Connections > Wi-Fi to see the Frquency.)
- **Chromebook:** Open Settings>Network>Wi-Fi>Your Network Name>Advanced and the Frequency will be displayed (5200 = 5 GHz)