

# Slow/Unstable Internet?

Things you can do; in no particular order (*Tips/Tricks & Best Practices*)  
While no one solution can cure all maybe a couple of them will help you out.

## MOVE THE MODEM

- Try to position the modem centrally in the home
- Elevate the modem, don't put it on the floor
- Ensure the modem is on the same level of the house as you
- Don't block the modem, especially behind electronics
- If the modem can't move, you can move closer to it

## CHANGE NETWORKS

- Most modern modems have both 2.4 & 5.0 GHz services (5.0 GHz is 5G)
  - Most people connect to 5G thinking they will get better speed but unless your device is certified for 5G you won't get it. 2.4 GHz is almost as fast and has better range.
  - Look for the network in your device settings that does not have (5G) in the network name.

## CHANGE FROM WiFi to HARD WIRED

- For mission critical laptops consider changing to wired. Most modem/routers have a few ethernet connections on the back. Connect one to the Network Interface Card (NIC) on your computer. You may need to disable the wifi on your computer and then reboot to make the NIC active.
  - If the ethernet port on your modem is Blue, use a Blue CAT5 cable (denotes 100 MBs Max Speed)
  - If the ethernet port on your modem is Yellow, use a Yellow CAT5e or CAT6 Cable to ensure GigaBit speed throughput (1000+ MBs Max Speed )

## UPGRADE YOUR SERVICE

- Have you been on the same package for years? Over time as everyone has more devices on the network the available bandwidth can be stretched thin.
- Count your devices; phones, tablets, laptop, desktops, SmartTVs, etc. Each one should be allocated 5 down/3 up Mbps for seamless experiences. More is more!

