HARGRAY SPEED guide

WHY IS MY WIFI SLOW?

Have you done a speed test?

- Yes
- No → A speed test will check the overall speed of your Internet connection.

Router: rent or own?

- Rent
- Own → Make sure your router has the ability to handle your Internet speed. Check your owner's manual or look up the model number online.

Is your router in a central and open location?

- Yes
- No → Walls, floors, windows, furniture and common household devices all slow down or block WiFi signals. Place your router in a central location, with a clean line of sight to the spots where you use wireless devices.

How many devices/users do you have connected at the same time?

- Just a few
- A lot → The more connected devices, the slower everyone goes.

Any old devices?

- No
- Yes → Some older devices can't handle faster speeds and can cause bottlenecks, slowing down every device. Basically, your newest, fastest devices are only as fast as your slowest connected device.

What kinds of devices do you have connected?

- Typical stuff
- 4K TVs, multiple online gaming systems, smart home systems, etc. → Some devices need high speeds to operate correctly and can slow down other connected devices. For heavy-bandwidth devices, it's best to use a wired connection.

Do you stream HD movies and shows and game online?

- No
- Yes → Some activities use a continual stream of dedicated data and bandwidth, reducing the amount of data available for all other devices. Close out or turn off devices, programs and applications when not in use.

Is your WiFi password protected?

- Yes → **Time to upgrade to faster Internet!**
- No → You may be sharing your WiFi signal with your neighbors, and whatever they do online will slow your connection.

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