

WiFi

FAQs

Welcome to Hargray WiFi! You can look forward to using your WiFi-connected devices — tablets, computers, TVs, gaming consoles, smart home systems and more — throughout your home or business WiFi network.

➤ **My WiFi stopped working. What should I do?**

First, check to make sure your router is connected and that the power is on. Then, simply call Hargray's 24/7 Customer Support at 1.877.HARGRAY (877.427.4729) and a team member will help resolve the issue.

➤ **Why is my WiFi connection slower than my wired connection?**

Wired connections always will be faster than WiFi connections. That's because WiFi signals travel through the air and can be blocked by walls, windows, floors and furniture while a wired connection is a direct connection, so there's nothing interfering with the data getting to and from your devices. A wired connection is up to 3 times faster than the best WiFi connection, so if you want the most speed, always use a wired connection.

➤ **Why is my WiFi connection suddenly so slow?**

There may be several causes. First, perform an Internet speed test to check the current download and upload speed of your Internet connection. You can find a test link at speedtest.hargray.net. If you're not receiving the speed you signed up for, contact Customer Support at 1.877.HARGRAY (877.427.4729).

➤ **I did a speed test and I'm currently receiving the Internet speed I signed up for, but why is my WiFi still slow?**

There are many things that can affect your WiFi speed. Below are some common causes of slow WiFi and ways in which you can get the most out of your WiFi speed. This information is also available in a series of short videos which you can find at hargray.com/IP/Wifi.

Location of your router — WiFi signals travel through the air and can be blocked or slowed down by walls, floors, furniture and windows. To get the clearest signal, place your WiFi router in a central location with a clean line of sight to the areas where you like to use WiFi devices. Don't place the router in the basement or attic, in a drawer or behind furniture. Also, avoid placing the router near household appliances.

Age/capabilities of your router — Make sure your router has the ability to make the most of your fast Internet speed. If you're using a router

that was supplied by Hargray, you can rest assured that it is the right router for your Internet speed. If you're using your own router, check your owner's manual or look up the model number online. You can also contact your Hargray Customer Support team. They'll help you pick the right router for your Internet speed.

Number, type and age of devices you have connected — The more devices you have connected, the more your bandwidth is divided up. That means each device has less bandwidth available and that means the slower it will run.

Some devices, such as 4K TVs and online gaming systems, need high speeds to operate correctly. Since they use more bandwidth, they can slow down other connected devices. For these heavy-bandwidth devices, it's always best to use a wired connection.

The age of your device also plays a role. Some older devices simply can't handle today's faster speeds, so while there may be plenty of bandwidth, these older devices cause data bottlenecks, slowing down every device. Basically, your newest, fastest devices are only as fast as your slowest connected device.

Online activities — Some online activities, such as streaming shows, movies, music and live events or gaming online require extra bandwidth, slowing your fast Internet connection to a crawl. That's why it's important to close any streaming programs that you're not using since they'll continue to hog data, slowing down everything else you're trying to do online.

Sharing WiFi signal with neighbors — Be sure that your WiFi is password protected. If not, you may be sharing your WiFi signal with your neighbors, and whatever they do online will slow your connection.

➤ **Is there any advantage to renting my router from Hargray instead of buying one?**

Yes. Our WiFi routers are designed specifically for High Speed Internet. If the technology changes or if there's a problem with the router itself, we'll update or replace your router at no additional fee. If you choose to purchase your own router, you'll need to ensure that it can handle your current Internet speed and WiFi needs. If the technology changes or if the router fails, you'll need to buy and replace that router yourself.

➤ **Why is my upload speed so much slower than my download speed?**

Whether you're uploading photos or downloading web content, it's all going through the same connection, and uploads and downloads both have to share the same bandwidth. The Internet was designed to give greater bandwidth to download activities such as visiting websites, watching videos and listening to music than to uploading activities such as posting pictures or sharing large files.

➤ **How can I find a Hargray WiFi hotspot?**

Access to Hargray WiFi hotspots is available to all of our Internet customers at no additional charge. You'll find a Hargray hotspot map online at hargray.com/support/wifi-hotspots. Also, look for signs throughout the community.

➤ **What are all those flashing lights on my router, and do they mean anything?**

It depends on the router. Most routers have some lights that can indicate power, connection and activity, but the specific lights (and what they indicate) vary. If you're using a Hargray-supplied router, our Customer Support team can explain what each light indicates. If you've purchased your own router, check your owner's manual.

Still have questions? We've got answers!
Call our Customer Support team anytime
at 877.HARGRAY (877.427.4729).

