

TRANSCRIPTS OF THE WIFI EDUCATION GUIDE VIDEOS

Hargray WiFi: Make the Most of Your Connection

Your Internet speed determines how much you can do online and how fast you can do it. The faster your connection, the more bandwidth you have available. But there are other things that can affect your Internet speeds, and it starts with how you connect.

In a wired versus WiFi speed race, which would you bet on? When it comes to speed, a wired connection wins every time. It's up to 3 times faster than the best WiFi connection! That's because a wired connection is a direct connection. WiFi signals travel through the air and can be blocked by walls, windows, floors and furniture. And WiFi signals can also be disrupted by household appliances. Placing your WiFi router in a central location with a clean line of sight to your devices is the best way to ensure your fastest WiFi speed. But if you're looking for the fastest speed possible, always go with a wired connection.

Your speed is also affected by the number of devices that are connected to your Internet. The more connected devices, the slower everyone goes. Some devices require far more data than others, and older devices that can't handle today's faster speeds can slow down other devices.

Finally, if your WiFi isn't password protected, you may be sharing your WiFi signal with your neighbors, adding more data-hogging devices to the connection.

The other videos in this series provide additional tips on getting the most out your Internet speed. So keep doing what you love to do online, and we'll keep helping you do it faster!

How You Connect: Your Devices and Speed

There are several things that can affect the speed of your Internet connection, including the devices you're using.

Your Internet speed determines how much bandwidth you have to run your connected devices. The faster the speed, the more bandwidth you have. But that bandwidth is shared by every device you connect. 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.

The type of device you're using will also affect your speed. Some devices and activities — such as 4K TVs, online gaming systems and HD video chats — 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.

And that's especially true for WiFi routers. Make sure your router has the ability to make the most of your fast Internet speed. Check the owner's manual or look up the model number online. You can also contact your Hargray service team. They'll help you pick the right router for your Internet speed.

Finally, be sure that your WiFi is password protected. If not, you may be sharing your WiFi signal with your neighbors, and their slower, data-hogging devices will definitely affect your Internet speed. So keep doing what you love to do online, and we'll keep helping you do it faster!

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What You Do Online: Your Activities and Speed

Having fast Internet is great, but there are many things that can affect the speed of your connection, including the activities you do online. Some online applications and tasks require extra bandwidth, slowing your fast Internet connection to a crawl.

For example, when you stream shows, movies, music and live events or game online, you're using a continual stream of dedicated data, and that reduces the total amount of data available for all your other devices. And if you're streaming high definition movies, that's even more data. 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.

That's also true for open windows in your Internet browser. Websites that automatically refresh continually tap into your Internet speed, so if you're not using them, close out any open Internet windows.

Downloading large files — such as movies, games and software — will slow your Internet connection. The same is true when you upload files and share data — such as photos and videos. And since upload speeds are slower, it'll take longer to get your Internet connection back to full speed.

Finally, 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. So you keep doing what you love to do online, and we'll keep helping you do it faster!

Where You Connect: WiFi Routers and Speed

WiFi makes it easy to stay connected, but it's not your fastest option. A wired connection is always faster — up to three times faster than the fastest WiFi. Still, there are several things you can do to ensure you're getting the most from your home WiFi connection, and it starts with the location of your router.

People often place their WiFi routers in basements or tucked away under desks or in an office. While this may be convenient, it does not provide for the fastest connection throughout the house. The farther you are from the router, the greater the distance the signal has to travel and the slower the wireless connection.

WiFi is strongest when there's nothing blocking the signal. Walls, floors, windows and furniture all slow down — or completely block — the WiFi signal. Even an aquarium can cause you to have a weaker, slower connection!

Common household appliances — such as microwaves, refrigerators, baby monitors, garage door openers, cordless phones and Bluetooth devices — can also interfere with the WiFi signal.

For the best WiFi connection, place your router in a central location, with a clean line of sight to the spots in your home where you use wireless devices. Don't put the router in a drawer or on a shelf, keep it away from appliances, and always place it several feet above the floor.

Finally, be sure that your WiFi is password protected. If not, you may be sharing your WiFi signal with your neighbors, further slowing your Internet speed. So keep doing what you love to do online, and we'll keep helping you do it faster!