



# Troubleshooting Home Connectivity

## SFX Parent Help Guide

**\*\*\*Every Wi-Fi router and home setup is different.\*\*\***

**You may not realize it, but many households have dozens of devices connected to their wifi - TVs, computers, tablets, cell phones, Alexa, Dots, Ring doorbells, smart watches, robotic vacuums, etc, etc. Identifying the best network for your devices can help optimize your Wi-Fi experience.**

### **Option 1: Toggle your Wi-Fi**

There are two types of Wi-Fi signals that are sent out from the router, 2.4ghz and 5ghz. (regular or 5G). You may have both in your home. Toggle between the two to see if one is better. You find that some devices just work better on a particular network, and it's not always the 5G.

### **Option 2: Remove Unnecessary Devices from Your Wi-Fi**

Disconnect as many devices as possible. You can see what is connected to your Wi-Fi by logging into your router or through IP scanner apps that you can download to your phone. Disconnect as many devices as possible. Restart your computer. You may notice a much better connection.

### **Option 3: Change your Router Configurations**

1. Log in to your router configurations. This may be a program on your computer, an app from your provider, or done through your web browser. A simple Google search can help you find this.
2. Turn off the 2.4ghz to see if you can connect without issue to the 5G.
3. Switch the 2.4ghz back on and turn off the 5ghz and see if you can connect without issue to the 2.4ghz.
4. If you have identified a network that offers a better connection, move all of your other devices to the other network. Use the identifiers 5ghz or 2.4ghz on the SSID name so you know which is which.

### **Option 4: Control your Wi-Fi Protocol**

Some routers have an option to choose the wifi protocol. The protocol manages the signal type sent out. If yours has this option the newest is 802.11ac but not all routers can do this new one.

If you do have the option here are a few things to try with it.

1. if it is already on the 802.11ac change it to 802.11n (sometimes it will show 802.11b/g/n)
2. if the 802.11ac is not on, turn it on.
3. if your router has an option for 802.11a/b/g/n/ac or something that looks like it try that.

Some Wi-Fi routers have an option to limit the bandwidth per device. So, you could turn it down on some and up on others.

**Option 5: Speed Test**

Test your network speed by going to [speedtest.net](https://speedtest.net). Once the page opens hit GO.

A slow speed for download would be 35 or lower. For upload the slow speed would be 8 or lower. If you are experiencing slow speeds on all of your devices, contact your Internet service provider for ways to improve speed or for a new router that can offer faster speeds.

Some routers allow you to Track Bandwidth Usage via Your Router. If you do, that can help you see what device is consuming your bandwidth.

**Option 6: Hardwire**

The last option, and often most successful when all else fails, is to hardwire the device. If you have a laptop it should already have a network port on the device. Run a cable from the router directly to the computer. Chromebooks do not have a network jack, but you can purchase a Chromebook network adapter like the one [Here](#). Plug the cable into the adapter, and the adapter into the Chromebook.

*If you need help with any of these steps, have further questions, or are still experiencing connectivity issues despite having tried these, please contact Kris Beatty at [Kris.Beatty@sfxphx.org](mailto:Kris.Beatty@sfxphx.org) for further assistance.*