

# HOW TO GET THE BEST FROM YOUR HOME INTERNET NETWORK

Due to COVID-19, Kiwis will be spending more time working or learning at home. Here are some tips on how to get the best out of your home internet network.



## 1. PLUG IT IN OR GET AS CLOSE AS YOU CAN TO YOUR ROUTER

If you're working from home or doing online learning, either plug your computer directly into the router with an ethernet cable, or set up your workspace as close as possible to your Wi-Fi router to ensure you are getting the best speeds possible.

Plugging in as many devices as you can with ethernet cables, such as smart TVs and gaming consoles, will give you more space on your Wi-Fi network.

Make sure your router is somewhere up high and central in your house and away from items that could cause electrical interference, such as halogen desk lamps, microwave ovens, electrical dimmer switches, and stereo and PC speakers.

TECH TIP



## 2. EXTEND YOUR WI-FI

If you have a large house, a Wi-Fi extender or mesh system will improve your Wi-Fi signal throughout your house. Make sure you put your extender in a central place to ensure it will be effective.

Older devices can cause Wi-Fi performance to suffer so try to limit use of these or upgrade them, if possible.

TECH TIP



## 3. MAKE SURE YOU'RE ON THE BEST AVAILABLE BROADBAND

Depending on your home internet usage, there may be a better broadband option available to you. Check your retailer's website, or go to the national broadband map to see what technologies are available at your property: <https://broadbandmap.nz/home>

Contact your provider to find out how to upgrade your broadband – it's usually quick and easy to do.



## 4. MAKE SURE YOU'RE ON THE BEST POSSIBLE PLAN

If you think your family will need more data if working or learning from home, then consider upgrading your plan.

Most providers have temporarily removed broadband data caps and overuse charges to help customers during the rapidly changing COVID-19 situation, so get in touch with your provider if you have further questions.

Most broadband routers broadcast two different Wi-Fi networks. Look on your Wi-Fi network list, you may see your home network listed twice, but one will have a 5 or 5G suffix. Select the 5 or 5G option for faster speeds. This 5 or 5G suffix refers to the **frequency** your Wi-Fi is using (often around 5GHz). This is not be confused with 5G or "fifth generation" mobile connectivity technology.

TECH TIP

If you need to contact your internet provider, please use their website rather than calling them, unless absolutely necessary. Most have a web chat option to offer personalised assistance, and some also offer call back options.