

HOW TO IMPROVE THE SPEED OF YOUR WI-FI NETWORK



If your Wi-Fi router is out of date or not set up correctly, it could be slowing down your Internet speed. Here are some tips to help you maximize router performance:

Buy a new router that supports 802.11ac.

One of the best ways to make sure your network is as fast and reliable as possible is to use up-to-date hardware that supports the latest standards. With all the devices in your home, it's more important than ever to have a wireless router that can handle the increased demand for Wi-Fi connectivity.

Move your router to its ideal position.

For the best signal and coverage, put your router in an open space near the center of your home. Keep it away from thick walls made of brick or concrete, and make sure it's not around metal items which can reflect Wi-Fi signals.

Make sure your router is secured using WPA2 with AES.

The latest two standards, 802.11n and 802.11ac, don't operate at the highest possible rates when either the client or router use WPA or TKIP. Putting a password on your router or limiting which devices can access your network will keep other people in the neighborhood from using your network and slowing it down.



Reduce interference by removing or minimizing the use of interfering devices.

These include baby monitors, older cordless phones, microwave ovens, wireless speakers, and some security cameras.

Make sure your router is configured to automatically identify and use the least congested frequency.

Or you can manually choose the best non-overlapping channel. Slow Wi-Fi speeds may be the result of interference from your neighbors' Wi-Fi networks as all the devices compete to use the same channel. For example, if neighbors are downloading a Netflix movie using the same Wi-Fi channel as your home's Wi-Fi router, your router and devices may only get thin slices of "air time" to talk.

Stop by Alpine Communications or call (563) 245-4000 for help selecting a new router. We stock and install a variety of routers designed to meet a customer's individual needs.



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IS OUTDATED HARDWARE AFFECTING YOUR INTERNET CONNECTION?

If you're experiencing "drops" in your Internet connection or the speed seems to have slowed down, it may have nothing to do with your service from Alpine Communications. The culprit could instead be outdated hardware in your home, namely your wireless router, modem, or filters. For example, some older routers and modems have a speed cap limiting the maximum Internet speed possible.

All telephone, satellite, and fax lines need to be filtered if you have Internet service delivered over Alpine's copper network and you have a DSL modem, which should not be filtered. Filtering is necessary because Alpine's high-speed Internet service runs on the same line as voice services, but is delivered at a different frequency. Therefore, everything but the modem needs to be filtered - including satellite receivers, fax machines, and phones in outbuildings or garages. The proper installation of filters allow both Internet and voice services to run on the same line and prevent frequent disconnects or slower Internet speeds.

Please contact the local experts at Alpine Communications at 563-245-4000 for more information about Alpine's Wi-Fi networking service or troubleshooting help.

Are you having trouble connecting to the Internet? You can fix certain Internet connectivity issues by power cycling your modem* and wireless router. Follow these steps to power cycle your modem and wireless router:

1. Shut down your computer.
2. Unplug the modem from the electrical outlet.
3. Unplug your wireless router from the electrical outlet.
4. Wait 30 seconds, then plug the modem back into the electrical outlet.
5. Wait 60 seconds, then plug your router back in.
6. Wait 30 seconds, then turn your computer back on.

**Tech
Tip**

If your Alpine high-speed Internet service connection isn't restored, please contact our 24x7 Technical Support at 1-888-264-2908 for additional assistance.

*If you have Fusion fiber-optic Internet, you do not have a modem, so follow steps 1, 3, 5, and 6.



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