FREE GUIDE

Fix your home Wi-Fi, step by step

Work down the list in order and stop when it's fixed.

First, find where the problem is

1. Restart in order. Unplug the modem and the router (or the one box that does both) for 30 seconds. Plug the modem in first, wait two minutes, then the router and any mesh units.
2. Test next to the router, then in the problem room. Run a speed test on your phone in both places.
    - Slow even next to the router: the problem is the internet service itself. Go to step 10.
    - Fast next to the router, slow in the room: it’s the Wi-Fi reaching that room. Keep going.

Then fix the reach

3. Move the router. Central, high and in the open: not in a cabinet, behind the TV, on the floor, or next to a fish tank, microwave or big mirror. In a long shotgun-style house, the middle of the house beats the front room where the cable comes in.
4. Add mesh, placed right. For long or two-story houses, a mesh system works best with each unit about halfway to the weak spot, not in it. Plan on a unit for every one or two rooms of distance.
5. Wire what doesn’t move. TVs, game consoles and desk computers work better on a network cable. Older houses without network wiring can often use the TV cable (coax) or the power outlets with a pair of adapters.
6. Update or replace the router. Install its updates. A router more than about five years old, or one that doesn’t support Wi-Fi 6, is worth replacing.

Then clear the traffic

7. Find what’s hogging it. Cloud backups, game downloads, 4K streaming and cameras uploading video slow everyone else down. Schedule big backups and downloads overnight.
8. One network name. Use a single name for all the router’s bands so devices move to the faster one when they’re close, and remove old duplicate networks from each device.

Lock it down

9. Secure it. Change the router’s admin password from the default, use WPA3 or WPA2 security, and put visitors and smart-home gadgets on a guest network.

Know when it’s the provider

10. Call your internet provider when the speed next to the router is well below what you pay for, everything drops at once, or the modem is old and rented. Ask them to test the line and replace the modem.

Want it done for you?

I'll set it up at your place in New Orleans and walk you through it. Call or text (504) 350-8238, or ask at chonola.com/help.