Optimise your connectivity - Working from home

Follow these simple steps to improve your in-home network and maximise performance.

Modem Placement

- Avoid placing your modem on or behind household electrical appliances. This includes: fridges, microwaves, televisions, cordless phones etc.
- Avoid placing your modem behind brick or cement walls, mirrors, metal panels, cupboards, shelves or water.

Multiple Devices

Many devices in homes are now connected, and always on. Try to minimise the number of devices competing for connectivity at the same time.

Wired, not WiFi

If your Modem supports it, consider using ethernet cables to connect the devices that are capable. This will help free-up WiFi bandwidth for devices that are unable to connect directly.

Multi-Band Modems

Many modems now offer dual-band connectivity. If your modem has this feature, you may see two different WiFi connections available. Choosing the right connection may help improve your connectivity and performance.

- 2.4Ghz - Lower speed - higher range, more prone to interference
- 5Ghz - Higher speed - less range, less prone to interference

If you are experience dropouts or connectivity problems, try switching to the alternate WiFi network if your modem has this feature.

Move Closer

Your WiFi signal will grow weaker, the further away you are from the source. If possible, consider moving the location of the modem closer to your workspace. Alternatively- consider moving your workspace closer the modem.

Conducting a speed test can help determine where the optimal space is in your home.

On your device, open a browser and run a speed test. This can be done at www.speedtest.net or similar sites.

Repeat this in a few different locations to see if you can find a location that will optimise your connectivity.

If nothing else is working, and you have confirmed the problem is that of WiFi signal strength, consider the option of extending your WiFi coverage with a WiFi booster or mesh network.

For more information and steps to improve your connectivity visit: