

## **Slow Internet or Trouble Streaming Movies, etc.**

July, 2018

Verizon internet speed is designed to provide up to 150 Mg up and down load speeds *to the Router*. The speed that is received from the Router to any one device is impacted by several things including, but not limited to:

- 1) how many devices are connected and using the internet within your own home at any one time,
- 2) how far away from the Router the equipment is and
- 3) especially by the age and type of the equipment being used. Not all computers, laptops, tablets, mobile phones, etc are equally powerful. Not all equipment is able to handle speeds up to 150 Mg's. In today's technology environment, a 3 year old computer, laptop, mobile phone or other device is considered 'old'.

**TEST and Troubleshoot** – There are often simple, easy things you can do yourself to improve speed. To test the Internet speed on your device, you must use the "My FiOS" app. Go to the App Store on your device and download the 'My FiOS" app. This app will test the speed and it usually detects ways to improve the speed, for example – if your cable is loose, it will recommend that you unplug and re-plug in the cable. Note: cables and plugs loosen over time.

### **Open the "My FiOS" app:**

Click on Internet

Scroll to Speed Test

Click Red Arrow to begin test

Wait until the Download and Upload speeds post at the top

There will be two red bars at the bottom of the Speed Test Page;

- 1) Go to WiFi Analyzer
- 2) Troubleshoot

**WiFi ANALYZER** - The WiFi Analyzer checks for issues that may be slowing you down or preventing you from getting the best range on your devices.

Click on Go to WiFi Analyzer

Then Click on Run WiFi Analyzer

Follow the instructions on the app

**TROUBLESHOOT** - Troubleshoot has suggestions for improving WiFi speed.

Click on Troubleshoot

Read through each section

Follow instructions

If there is still an issue call Verizon Tech Support at 888-553-1555. NOTE: Verizon FiOS will not accept Internet speed tests from any other source other than the My FiOS app.