

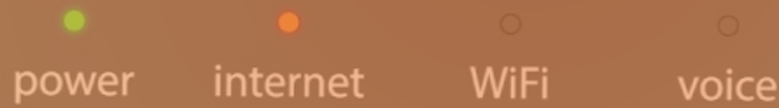
# *Student Housing*

## HOW TO USE OR FIX Wi-Fi & Internet

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# Internet Usage & Understanding

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In all our properties we include high speed internet as standard. But what does this mean? Internet is provided to a router in your new home. The vast majority of routers include WiFi antennas allowing a wireless connection to your device.

When the internet stops working, a number of things could be effecting your connection to the world wide web!

We're happy to help you resolve any internet issues, but please use this guide to help troubleshoot any potential issues, *you'll also find some handy tips & tricks to increase your wifi performance.*

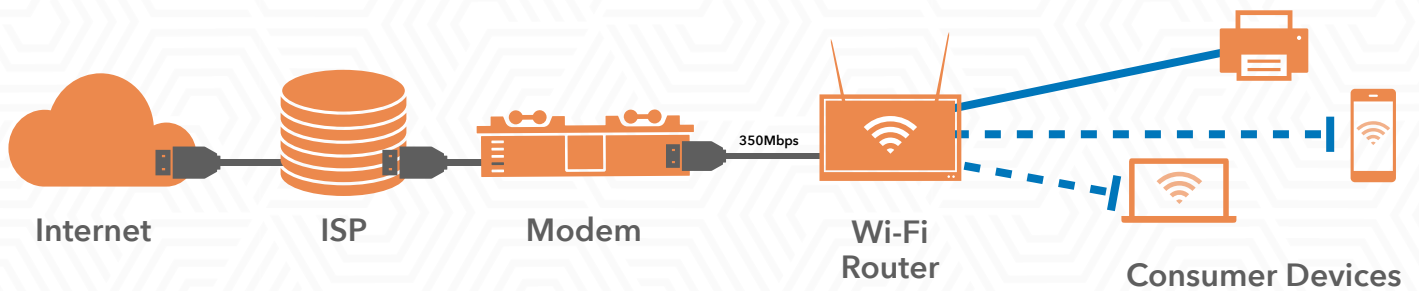
## **DID YOU KNOW:**

**87% of our properties benefit from a Virgin Voom 350mbps** super fast connection, with 3% of properties benefiting from the **faster 500mbps** connection (the UK's fastest residential connection!)

*Note: Not all areas of the city can be provided by virgin, in these areas we use Sky, BT, or Plusnet (whoever promises the faster connection)*

# Understanding Connection

When trying to understand why you're not able to get onto blackboard or Netflix we need to understand what type of connection issue we have.



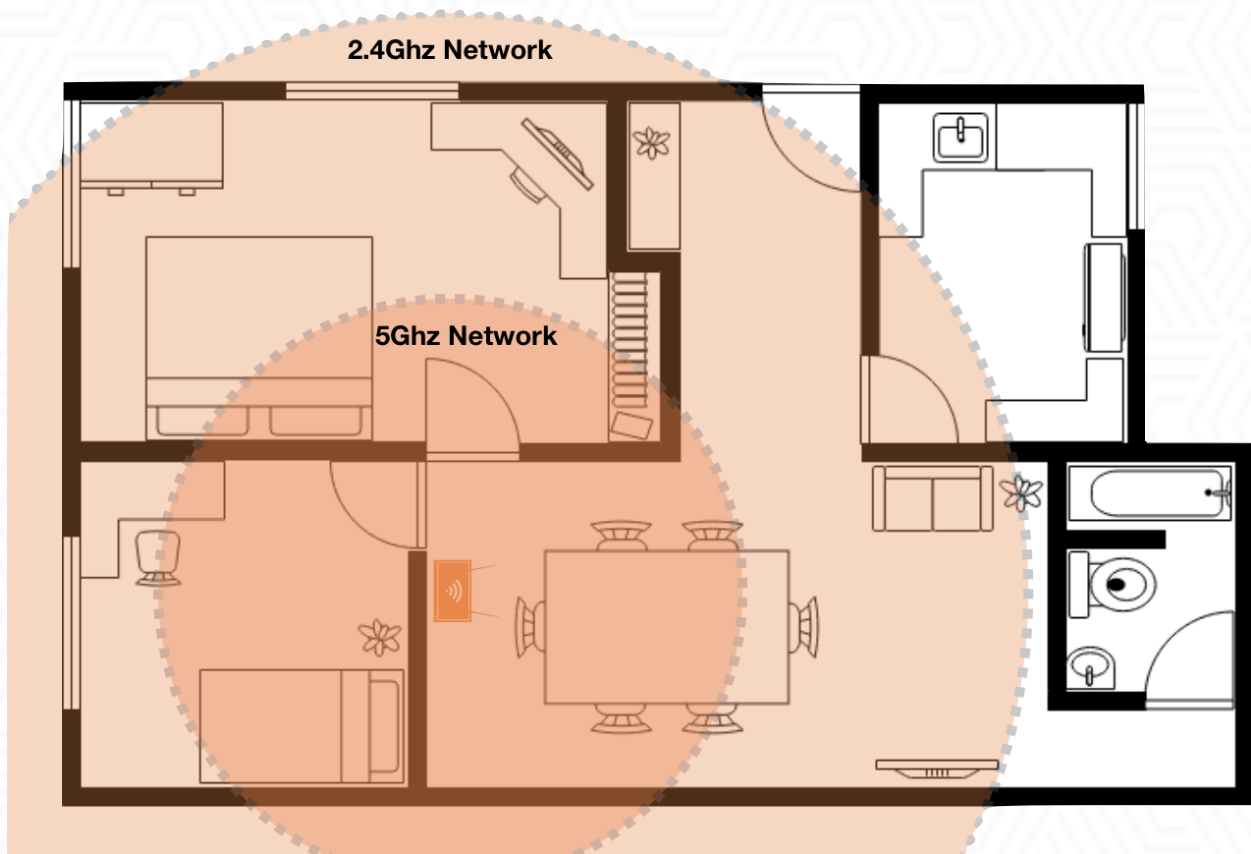
We first need to understand where the issue has occurred, the ISP (Internet Service Provider) could be having issues with their connections (in grey), or we could be having issues with our connection (blue).

Sometimes you may be able to connect to Wi-Fi but unable to connect to the internet. This would indicate that there is an issue with the ISP's connection(s) to the internet, the modem or the Wi-Fi router.





# Understanding Coverage



Wi-Fi signal normally will cover most of the property, you may not see signal in further rooms from the Wi-Fi router. Typically the closer you are to the router the faster speeds you will experience.

**2.4ghz Network:** This network has a **much longer range**, but slower speeds (*typically just 30-40mbps*), you should use this network for smart home devices like Lightbulbs, Alexa, Etc.

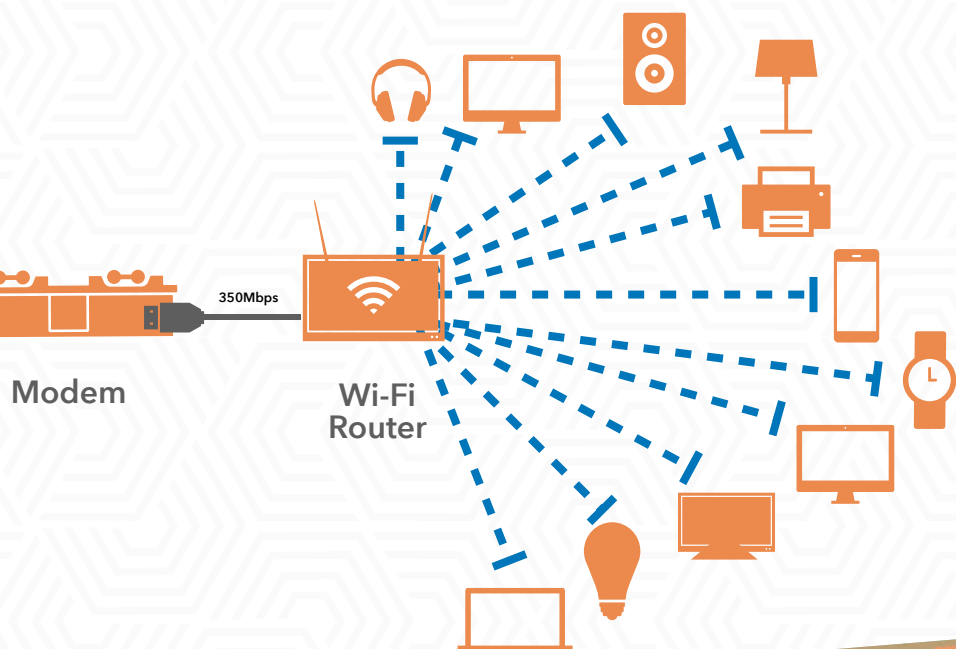
**5ghz Network:** This network has a **much faster speed** (*up to 400mpbs*) but less range. Its best used on mobile devices and portable computers.

**TIP:** You can select your network from the Wi-Fi settings on your device, 5ghz networks normally show like 'VIRGIN8938\_5g' (Check your Wi-Fi router for network names).

# INTERNET CONSUMPTION

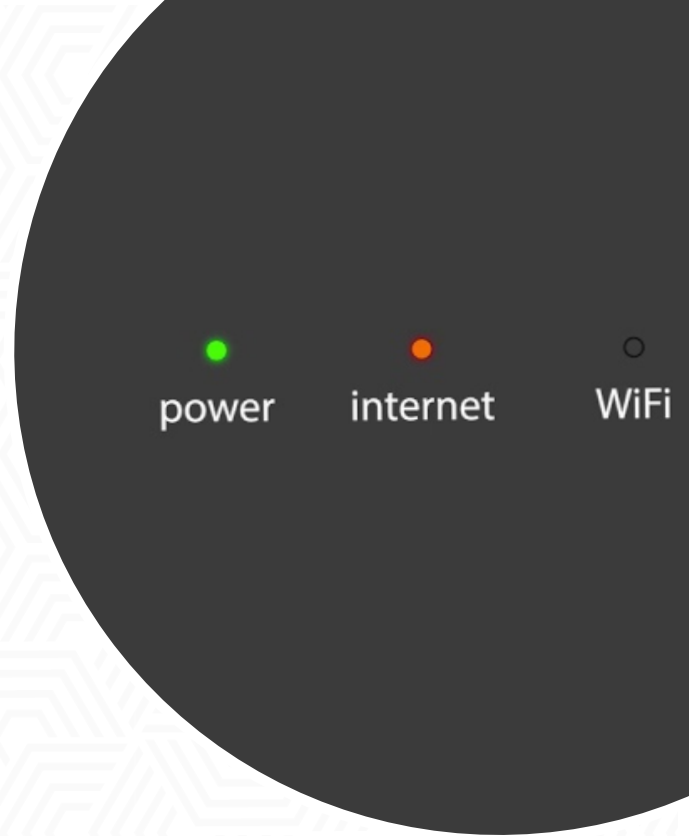
Most of our properties benefit from an internet connection of over 300Mbps. Please note this is a maximum connection speed for the entire house.

In 2019 students had an average of 3.4 internet devices each! In a house of 5 people that's 17 Devices!



**FACTS:** This example shows 11 devices using the 350Mbps bandwidth, using this example we would expect each device to receive speeds of just 30.90Mbps.

Some devices require more internet speed than others.



# Tips & Tricks to **Increase Internet Performance**

There's a number of things you can do to increase the performance of your internet speed within your home. The most simple trick is to turn off devices you're not currently using that could be using precious bandwidth in the background

**A** **Move closer to the Wi-Fi router** – Wi-Fi is at its strongest and fastest the closer you are to the router. Move your phone, tablet or laptop to the side of your room closest to the router!

**B** **Avoid Obstructions** - Wi-Fi can move through walls, but it's not very good at it! The less physical obstructions between you and the router, the faster your internet speed will get!

**C** **Microwaves & Radio waves** - Common kitchen appliances and FM radios can effect your Wi-Fi signals. They interfere with the wifi signal band and disrupt your wifi network speed!

**D** **Upgrade your device** - Devices manufactured before September 2018 will be using an older Wi-Fi chip and won't have access to the newer Wi-Fi standards, you may need to upgrade your device to a newer model to take advantage of full speeds from the router!



# Troubleshooting **Internet Issues**

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We understand that having a weak Wi-Fi signal or losing connection to the internet can have a detrimental effect on your studies, forcing you to study at university rather than the comfort of your own home. Use the information below to resolve issues you may be experiencing with your connection!

## **SLOW SPEED**

***Head to [www.Fast.com](http://www.Fast.com) to check your internet speed***

if your speed is below 18mbps you have a wider issue! Check other devices with a connection to ensure one device is not using the bandwidth, move closer to the router and test your speed again. If it's not improved or is below 18mbps there may be a wider issue with the ISP.

## **CHECK WITH THE ISP**

***Visit your suppliers website to see if they have any known issues***

Sometimes a internet provider can have wider issues, all major providers have webpages informing users of expected or known about down time on the network and display timelines for reinstatement of the service!

## **NO INTERNET CONNECTION**

***Try turning the Wi-Fi router on and off again...Seriously.***

We know it sounds weird. But by turning the router off or unplugging it for 30s the router will initialise when turn back on, changing its WiFi channels and re-pinging the ISP's network, sometimes this can genuinely resolve issues with the router!





# *Student Housing*

**Help & Advice:**

[info@Student-Housing.co.uk](mailto:info@Student-Housing.co.uk)

**Report Maintenance:**

[www.Student-Housing.co.uk/Fix](http://www.Student-Housing.co.uk/Fix)