

Troubleshooting Home Wireless Signals

Struggling with audio dropping out or video freezing when video conferencing? Here are some suggestions for making sure you are getting the best signal from your home wireless.

The location of your device (ie: your laptop) and your wireless router can make a difference. These things in the direct path between them can slow down your wireless signal:

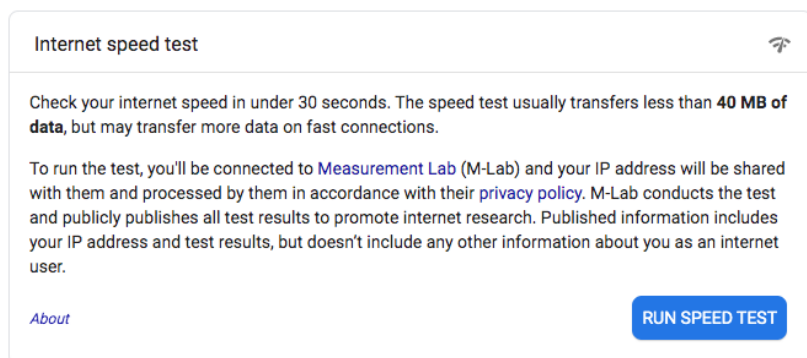
- too distant from the wireless access point
- the height of your wireless access point. There are more obstacles down low, better coverage if you raise the access point above the furniture.
- human bodies between your computer and the wireless access point (water absorbs the signal).
- appliances between your computer and the wireless access point (metal absorbs the signal, microwave ovens disrupt signal).
- cabinets full of jars and cans between your computer and the wireless access point (water in wood and food, and metal).
- walls, doors, and bookshelves between your computer and wireless access point (water in wood and food, and metal).

Speed Test

If you have a broadband connection in your home, for example through Comcast or Sonic, consider using a speed test.

Using Speed Tests on a computer connected to a phone or a "mobile hotspot" can be a problem, and should be used sparingly, if at all. Hotspots often have data limits and you don't want to waste data on the speed test.

1. On your laptop, google "speed test". The search results should look like this picture. Click "Run Speed Test"
2. Your results should include both download and upload speeds measured in Megabits per second (Mbps). If the video feed of you that others see freezes a lot, and the audio regularly drops out, this is likely related to that second number, upload speed.
3. Try this in different locations in your home to find where the best signal is.



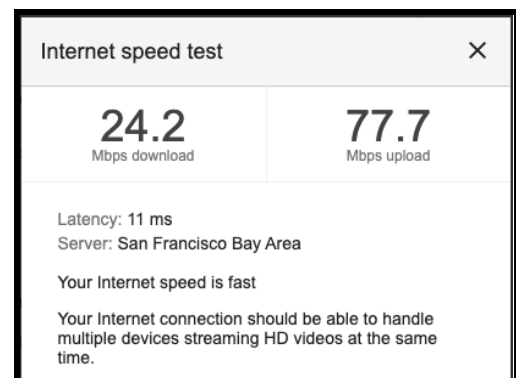
Internet speed test

Check your internet speed in under 30 seconds. The speed test usually transfers less than **40 MB of data**, but may transfer more data on fast connections.

To run the test, you'll be connected to [Measurement Lab \(M-Lab\)](#) and your IP address will be shared with them and processed by them in accordance with their [privacy policy](#). M-Lab conducts the test and publicly publishes all test results to promote internet research. Published information includes your IP address and test results, but doesn't include any other information about you as an internet user.

[About](#)

RUN SPEED TEST



Internet speed test

24.2 Mbps download	77.7 Mbps upload
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Latency: 11 ms
Server: San Francisco Bay Area

Your Internet speed is fast

Your Internet connection should be able to handle multiple devices streaming HD videos at the same time.