

SPEED TEST INSTRUCTIONS

After performing a full power cycle here are some helpful speed test instructions.

1. Ensure that no one is actively using the internet and make sure all other programs are closed (**do not do the speed tests through a VPN or while a VPN is running**).
~ If you have any gaming systems in the household, make sure they are unplugged, as they will continue using the internet in the background even when they are powered off.
**** We do not recommend any boosters or wifi extenders because they can cause wireless interference with our internet equipment. If you have one in your home, please unplug it before performing a speed test. ****
2. Please make sure that when you do a speed test it is done within visual range of your router (make sure you and the device you are using is located close enough that you can physically see the router). Please use a computer to run the speed test, if you have a laptop or desktop available, to ensure accuracy.
3. Open your local internet browser (Google, Firefox, Explore, etc.)
4. In the address bar type in www.wifiman.com and the test will automatically start upon loading of the webpage.
5. When the test is complete it will automatically give you 3 sets of results.
 - a. Download Mbps (blue arrow)
 - b. Upload Mbps (purple arrow)
 - c. Ping time (listed in ms)

Test Results

Internet → This device



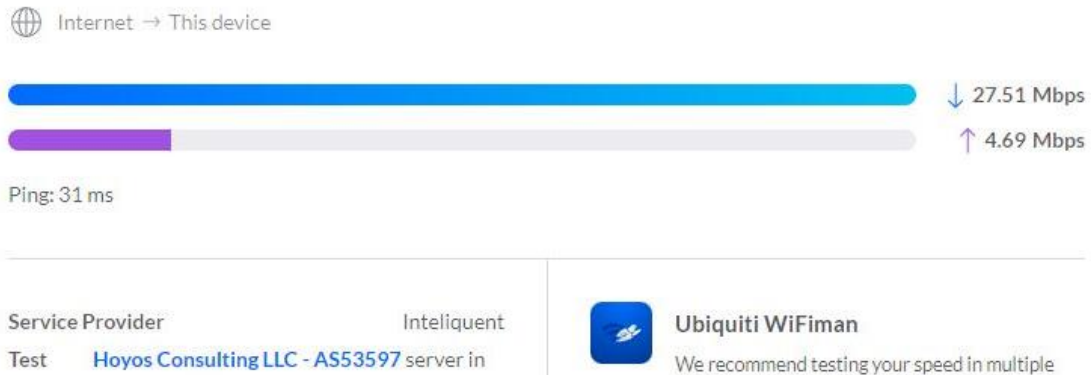
Service Provider Inteliquent
Test Server **Ubiquiti** server in Chicago



Ubiquiti WiFiman

We recommend testing your speed in multiple

Test Results



6. If the speed test result is much slower than your package speeds submit the speed test results to sales@starcomwi.com to have a trouble ticket opened. You can do this by clicking the share link on the top right side of your speedtest.
7. Please give the following additional information in the email so they know exactly what they are looking at to help get your situation to the appropriate person within our support ticket system.
 - a. Your name, address, and customer number (if you have it handy)
 - b. How long has this problem been happening (hours, days, weeks, etc.)?
 - c. Where in the home is your router located?
 - d. What model of router do you have?
 - e. Have you recently added a new device (phone, computer, TV, gaming system, etc.) to your internet?
 - f. The type of device you are using to perform the speed test (laptop, Chromebook, desktop PC, tablet/iPad/Kindle/etc., cell phone, gaming system, smart TV, etc.)
 - g. Is this situation happening on all devices or just one particular device?
 - h. Have you tried a hard-wired connection to your laptop/desktop/TV (if that is where the problem lies)?
 - i. Does the problem seem to happen at a certain time of day or night or is this problem a consistent problem?
 - j. Any other details further describing the problem to help them help you faster.

Just a few tips on running Speed Tests

Doing multiple speed tests in a row will lead to slower results, but those results will also be incorrect/inaccurate. Speedtests must compete for bandwidth with everything else that could be using your network connection. So, if you have a YouTube video streaming on your Kindle at approximately 1mbps while you're running a speed test, then your Speedtest result will be about 1mbps slower than the maximum speed your connection is delivering. This is why we typically recommend testing when there isn't any other internet activity going on/when no one is using the internet for any reason, so please turn off or disconnect all other devices from the internet to ensure the device you are using to perform the speed test gives accurate information. We ask that you do this so the speed test can completely saturate your connection all by itself and get an accurate reading of your connection speed to ensure a device within your home is not slowing the connection down.

Speed tests should be spaced to a maximum of 2 per day because it puts a serious strain on your system and results will greatly vary if they are run back to back, so only run a Speed test when you notice it is running very slow. If you are running them near the same time, please make sure they are spaced at least 30 minutes apart to give your connection time to recover.