Speed Testing Your Internet

How to run a speed test, why you should run one, evaluating your results and the best practices to getting the most accurate results.

Why Should You Test Your Internet Speed?

1. Identify performance trends
2. Identify devices that may be causing issues
3. Ensure you are getting the speeds you purchased

Four Tips to Get the Most Accurate Results

1 Power cycle your modem or router and your device before testing. This is an important step because the speed test needs to utilize parts of your device's hardware to get an accurate speed test.

2 Avoid running a speed test on your gaming console. It does not have the option to verify the connection through your wireless system. Often times, gaming systems will run speeds through their own remote servers which will impair your speed test results.

3 Avoid running a speed test wirelessly. This can be done even if you are experiencing wireless issues. Run the test using a laptop or desktop that is directly connected to the modem. If you must run the speed test wirelessly, you may not see accurate speeds due to device limitations or wireless capability. If you have your own router, be sure to disconnect this device from the modem.

4 Determine how many devices you currently have connected to your wireless network. Even if you are not using that device at the moment, it is likely still connected to the network and passing data on your internet system. If you can, turn off all your connected devices. This will get you the most accurate speed test and minimize excess noise on your network.

Elements of a Speed Test

The elements of your speed test will consist of three major components: download, upload and ping. Let's break down what each of these means:
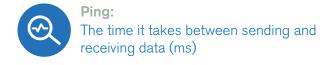
Download:
The amount of time it takes to obtain data (mbps)

Upload:
The amount of time it takes to send data (mbps)

Ping:
The time it takes between sending and receiving data (ms)

How to Run a Speed Test

We suggest using speedtest.astreaconnect.com. It is a very powerful tool and it is easy to read and understand. Simply navigate to the site and follow the prompts.

Evaluating the Results of Your Speed Test

"I'm Getting About The Same Speed as What I Pay For"

If you are receiving the speed that you are paying for, you may be hitting the max of usage for the speed provided. You're using more internet than the speed you have can deliver without buffering or slow load times. This is a key indicator that you may need to upgrade your speed package.

You can test your usage on a laptop in your task manager on a PC or the Activity Monitor on a Mac. From there, you can see the utilization of your network. If you notice peak usage times in your household where the network is nearing 100 percent, you will want to consider a speed upgrade.

Shortcuts to Access the Activity Monitor	
MAC	**Windows**
⌘ + ⌥ + ↻	Ctrl + Shift + Esc

"I'm Not Getting Near The Same Speed as What I Pay For"

If you are testing wirelessly, you will need to directly connect to your modem and run a speed test directly as the results from testing wirelessly may not be as accurate.

However, if you can't directly connect, try your speed test from another device. Ensure you are physically close to the modem or router. If you are away from the modem or router you may experience a dead spot in your WiFi network. If that is the case, you may want to consider Whole Home, wall-to-wall WiFi service.

Your speeds may be suffering if your modem needs a firmware update. Give us a call at 800-236-8434 and we can update this for you.

If you have your own router, you will need to contact the manufacturer of your router to complete that update. Furthermore, if you have your own router you may simply need a new or faster router.

At this point you can evaluate if your internet is performing to the speeds you've purchased. If not, there may be several causes. Some of these causes may be the number of connected devices you have, how old your device is, or the band frequency you're connected to.

For more resources visit:

astreaconnect.com/product-resources

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