YOUR NEIGHBOR'S WI-FI NETWORK

One of the biggest source of interference today for most people is their neighbor's Wi-Fi network. The problem is that most existing Wi-Fi equipment operates on the 2.4GHz band. If your neighbor's router is improperly configured, it may be hindering the performance and range of *your* wireless network. In the 2.4 GHz band, there are three non-overlapping channels (1,6 and 11) that should be used for a home Wi-Fi system.

2.4 GHZ & 5 GHZ PHONES

Cordless telephones that operate in the 2.4 GHz or 5 GHz range can cause interference with wireless devices or networks while taking calls. Newer cordless phone systems use DECT 6.0 technology and the 1.9GHz band, not the 2.4GHz or 5.8GHz bands. *(Check the bottom of your cordless phone and base station for any mention of 2.4GHz or DECT 6.0 references to know if you phone is compatible.)*

BLUETOOTH DEVICES

Older Bluetooth devices can interfere with your Wi-Fi network. Over the past several years, Bluetooth and Wi-Fi manufacturers have implemented specific techniques to minimize interference, but Bluetooth can still cause interference.

FIRMWARE

Outdated devices could be using old technology or protocols which can affect your Wi-Fi network. It is a good practice to upgrade your device's (computer, laptop, cell phone, TV, Roku, Tablet, DVD / Blue ray) firmware when it becomes available. Updated firmware can help improve performance and fix errors or issues the device is having on the Wi-Fi. When you purchase a new device, it's always a good idea to check for the latest firmware.

(See Manufacturer's website or contact their technical support group for details.)

WIRELESS PRINTERS

New printers out of the box have the Wi-Fi enabled. This will cause interference if not being used on the Wi-Fi. All printers, even if Wi-Fi capable, have the ability to be plugged directly into the USB port of your computer. If your printer is next to your computer, using a cable may be a viable option. If using your printer via a cable you should disable the Wi-Fi on the printer to avoid possible Wi-Fi degradation near the printer.

(See Manufacturer's website or contact their technical support group for details.)

Wi-Fi Awareness: Things To Think About

POWER SOURCES

Certain external electrical sources like power lines, electrical railroad tracks, and power stations can cause interference. Avoid locating your devices near power lines in a wall, or near a breaker box.

WIRELESS VIDEO

Wireless video transmitters that operate in the 2.4 GHz or 5 GHz bandwidth can cause interference with wireless devices or networks.

WIRELESS SPEAKERS

Wireless audio that operates in the 2.4 GHz or 5 GHz bandwidth can cause interference with other wireless devices or networks.

PHYSICAL BARRIERS THAT AFFECT WIRELESS SIGNALS

A device's location (laptop, desktop) and building construction materials can affect Wi-Fi performance. Wi-Fi signals are affected by different materials, such as glass, wood, concrete, and metal. If possible, avoid barriers or change the placement of your Wi-Fi device for a clearer signal path.

EXAMPLES

Issue: Your computer is under or inside your desk with a built in Wi-Fi card and your Wi-Fi signal is weak.
Fix: You should try to move the computer to the top of your desk where the Wi-Fi card is out in the open and not impeded by enclosed space.

Issue: Your desk is next to a bookshelf and the Wi-Fi source is on the other side of the bookshelf.
Fix: Move your desk or computer or bookshelf so the Wi-Fi signal can reach the computer more clearly. You can also buy an external Wi-Fi antenna you're able to move.

Issue: Your Roku or Amazon Firestick is located on the backside of your television and NetFlix buffers quite a bit.
Fix: Purchase a longer HDMI cable and move your Roku and/or Firestick to a more open area. Televisions are made of metal and tend to block the Wi-Fi signal.

IN SUMMARY

Armed with this knowledge of the many variables that can affect your Wi-Fi signal, we are hopeful this document offers you some troubleshooting tips and tricks to ensure you are getting the BEST Wi-Fi signal possible in your residence.