

Tips to Improve your Internet Speed, Q&A

 Blue Ridge

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Why do I sometimes get less Internet speed than I pay for?

If you think of the Internet as a roadway, you'll easily understand the four factors that occasionally keep it from providing the top speeds you'd expect:



Too much traffic on the road. Just as too many cars will turn a roadway sluggish, too many users will clog up the Internet and slow it down. If you have a lot of users in your household on the Internet at the same time, it will affect your speed.



The speed of the server at the site you're visiting. You may be driving a Ferrari, but if you come to a toll booth where the collector works slowly, you'll have to wait until he's served all the other cars in his lane. The server's speed takes precedence over yours.



Your own hardware and software. You wouldn't expect an old VW bus to outrun a new Ferrari. Can you expect old processors, routers and modems to keep up with today's speeds? To rev up those old engines, delete or disconnect anything you're not using that guzzles power... apps, add-ons, extensions, and devices. Watch out for viruses and malware, too!



High traffic on your home network. Sometimes, the heaviest traffic is right at your doorstep!

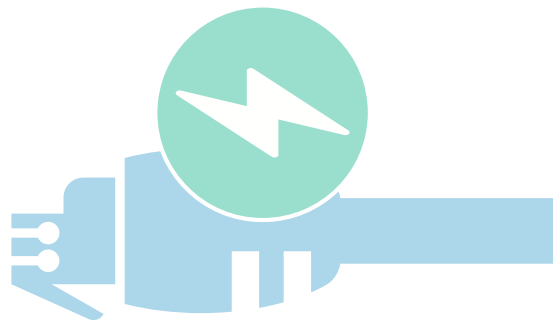
- Are a number of people simultaneously using... and draining... your WiFi with their laptops, game consoles, tablets and smartphones? (BTW, remember that a device hooked up to your Ethernet always goes faster than one running on WiFi.)
- Is your WiFi password-protected, or are your neighbors also using it and draining it?
- Is your router hidden where its signal has trouble reaching all your devices?
- Are there other devices communicating over the airwaves in your house, like baby monitors, cordless phones and microwave ovens?

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How should I decide what to hook up to the Ethernet and what to run on WiFi?

If you want your device to perform a lot of functions quickly, or to deliver enormous amounts of information without hesitation, it's best to hook it up to the Ethernet... that's why most people's PCs, laptops, gaming consoles and media players are "wired." Devices like smartphones and tablets are typically consigned to WiFi.

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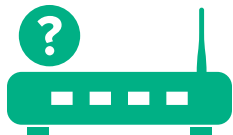
What is the difference between secured and unsecured WiFi?

When a WiFi connection is secured, the router keeps eavesdroppers out by requiring users to supply a password or use a device it has already authorized. If the connection is unsecured, anyone can connect and eavesdrop on what other users are communicating... often including financial information. If you must communicate with a website while on public WiFi, it's best to make sure that site is encrypted... make sure its URL starts with https rather than just http. Also, make sure you're up to date with anti-virus/anti-spyware software and your firewall is turned on.



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What do routers and modems do?



A modem uses coaxial cable to connect you with your cable company's infrastructure. A router is a go-between that passes information from your modem to your devices, which connect with it wirelessly or using an Ethernet cable. The device used by Blue Ridge customers houses both functions in one device, for maximum convenience.

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Where should my modem and router be?

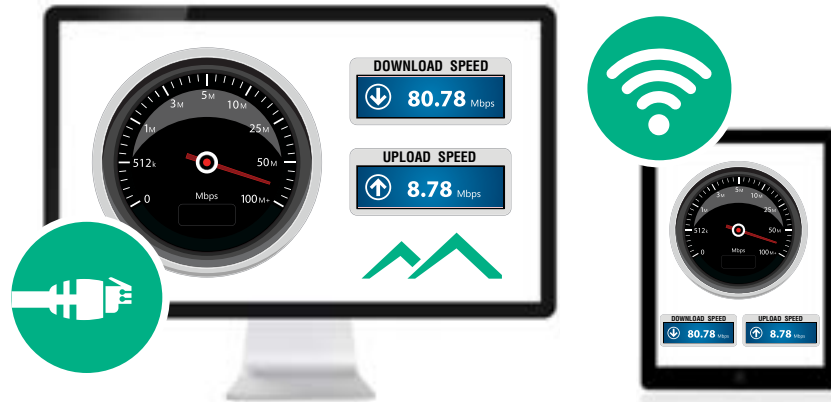
For top performance, your modem and router should be in the room where you most frequently access the Internet, in an open space, up off the floor. It's best when your modems and routers are not separated from your devices by walls, doors, floors, metal, furniture, appliances, and liquid containers (like fish tanks).



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How do I perform a speed test to check my Internet speed?

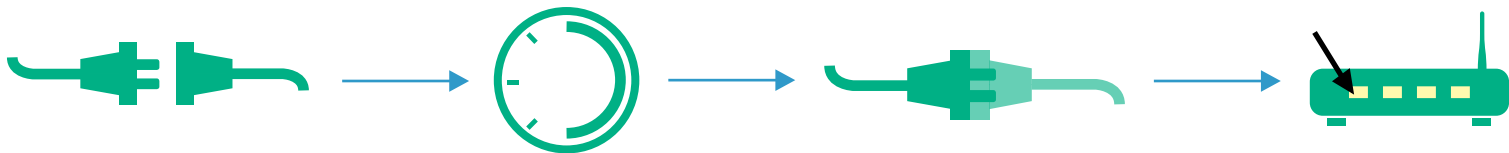
The PenTeleData speed test is a diagnostic tool that will evaluate the performance of your Internet connection and will provide you with your current upload and download speeds. To perform the test visit: www.ptd.net/help-desk/internet/speed-test and follow the on screen instructions.



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How do I reboot my cable modem?

Unplug the AC power cord that connects your modem from your power strip or wall outlet. Wait 30 seconds. Plug it back in. Wait till the indicator lights on the modem light up again.



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Is it possible to use up too much bandwidth?

Yes, although it's very rare (less than 3% of Blue Ridge customers exceed the bandwidth allotted to customers at their service level). If this happens, the customer will be assessed a \$10 charge, and given an additional 50 GB of data. If you're concerned about your bandwidth usage, you're encouraged to sign up for a [My Blue Ridge username and password](#). These will let you monitor your monthly Internet usage and increase your data usage cap, if needed.



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How does F-Secure keep me from losing Internet speed?

That is certainly one of its ancillary benefits! F-Secure provides protection against spam, phishing, hacking, and identity theft, plus the viruses and spyware/malware that can slow down your computer. Its advanced real-time cloud-based protection instantly identifies and protects against malicious websites, so you can enjoy worry-free surfing, banking and shopping online!



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How many email addresses do I get with a subscription to High Speed Internet?



You are allowed up to 5 email addresses with your Internet subscription. If you need to help adding or deleting any of the email addresses associated with your account, please contact Customer Service at **800-CABLE 77**.

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