GET YOUR HOME UP TO SPEED

Is your internet setup helping you get the best out of your nbn experience? With the right internet setup, you can get back to doing great things online.

Remember: Your home internet setup is just one part of your overall internet experience. Your experience on the nbn® network can also depend on other factors, such as your nbn technology and whether you are using the internet during the busy period. Satellite customers may experience latency.

If you've tried the hints and tips in this guide and are still unsatisfied with your nbn experience, we recommend speaking with your internet provider to discuss what in-home setup equipment may suit your usage and help troubleshoot the issue.

Check your home internet speed

Running a speed test helps to check if your nbn connection is performing at its full potential. Follow the steps below:

1. Pause any downloads or uploads and restart your computer for the most accurate speed measurement.
2. Search for a '**speed test**' in your browser on your device. For nbn® Sky Muster® Plus Premium customers, nbn recommends **Plustest**, which makes results available to your provider for troubleshooting. **Note**: the Plustest link will only work for current nbn Sky Muster Plus Premium customers.
3. For the most accurate speed test, connect your device using an Ethernet cable to your Wi-Fi router. If testing over Wi-Fi, stand near your router and remove any obstacles that might weaken the signal.
4. When you're ready, begin your speed measurement test.
5. Compare your test results to your current internet speed plan to see if they match expectations. **Note**: you may be able to check your plan by viewing the latest statement from your provider.

Top tips for a great internet setup

Follow these simple tips to optimise your setup and enjoy a smoother connection throughout your home.

1. To improve the Wi-Fi signal coverage in your home, position your Wi-Fi router in an open, uncluttered area and as close as possible to where you use the internet most.
2. If your Wi-Fi router is more than five years old, you may want to consider your in-home setup and whether it's still suitable for your needs. The Wi-Fi generation of your router could influence the speeds you experience on your nbn plan. Contact your internet provider to find out more.

Wi-Fi Generation	Typical maximum Wi-Fi speeds	Approximate year of release
Wi-Fi 7 (802.11be)	Over 1Gbps	2024
Wi-Fi 6 (802.11ax)	Up to 1Gbps	2019
Wi-Fi 5 (802.11ac)	Up to 500Mbps	2013
Wi-Fi 4 (802.11n)	Up to 100Mbps	2009

Remember: This table is intended to be a guide only. Device capabilities may vary by internet provider or manufacturer. We recommend speaking with your internet provider about the performance of your Wi-Fi router and your nbn plan.

3. If you live in a larger or multi-storey home (or with more than two bedrooms) you might want to consider a wired connection or installing a mesh network to help strengthen your Wi-Fi signal as you move around your home.
4. The age and specifications of your connected device can impact your online experience. Check the age of your devices to see if its Wi-Fi generation is ideal for the nbn speed plan you're on. See table above.

Troubleshooting tips

If your speed test results match your nbn plan but you're still having connection issues, try these tips:

1. **Reboot**: Let's start with a reboot, follow these easy steps:

   Power down: Turn off your nbn connection box and Wi-Fi router at the power point.

   Wait: Leave both off for about 30 seconds.

   Power up: Turn the nbn connection box back on. Wait until all the lights on the box stop flashing and stabilise. Then turn on your Wi-Fi router.

   Check connection: Once both devices are fully powered up, test your internet connection.
2. **Optimise placement**: Move your Wi-Fi router to different positions to find the strongest signal. Keep it away from electronic devices that might interfere with the Wi-Fi signal (e.g. microwaves).
3. **Check cables**: Ensure all cables are secure, intact and properly connected to the correct ports.
4. **Plan selection**: Consider if the nbn plan you're currently on is adequate for your household's internet usage (e.g. number of devices in use at once and types of activities). Your internet provider will be able to help.

With the right internet setup, you can get back to doing great things online.

The age and specification of your device can impact your online experience.

Helpful terms

- **SSID:** (Service Set Identifier) Name of your Wi-Fi network that shows up when you search for networks.
- **Bandwidth**: The amount of data that can be sent over your network, measured in Mbps.
- **Obstruction**: Things that could obstruct and reduce your Wi-Fi signal (e.g. large fish tanks, thick walls, large mirrors, metal shelves).
- **Latency**: The time it takes for data to travel from one place to another. High latency could result in a poorer experience for interactive activities such as online gaming and video calls.
- **Interference**: When other devices disrupt your Wi-Fi signal.
- **Wi-Fi password**: A way to protect your Wi-Fi network from unauthorised access.

HOME INTERNET SETUP

Wi-Fi router

A Wi-Fi router sends and receives data from the nbn network and provides flexibility and convenience, making it ideal for mobile devices and everyday online activities. It allows you to stay connected without cables, giving you the freedom to browse, stream, and work from anywhere in your home.

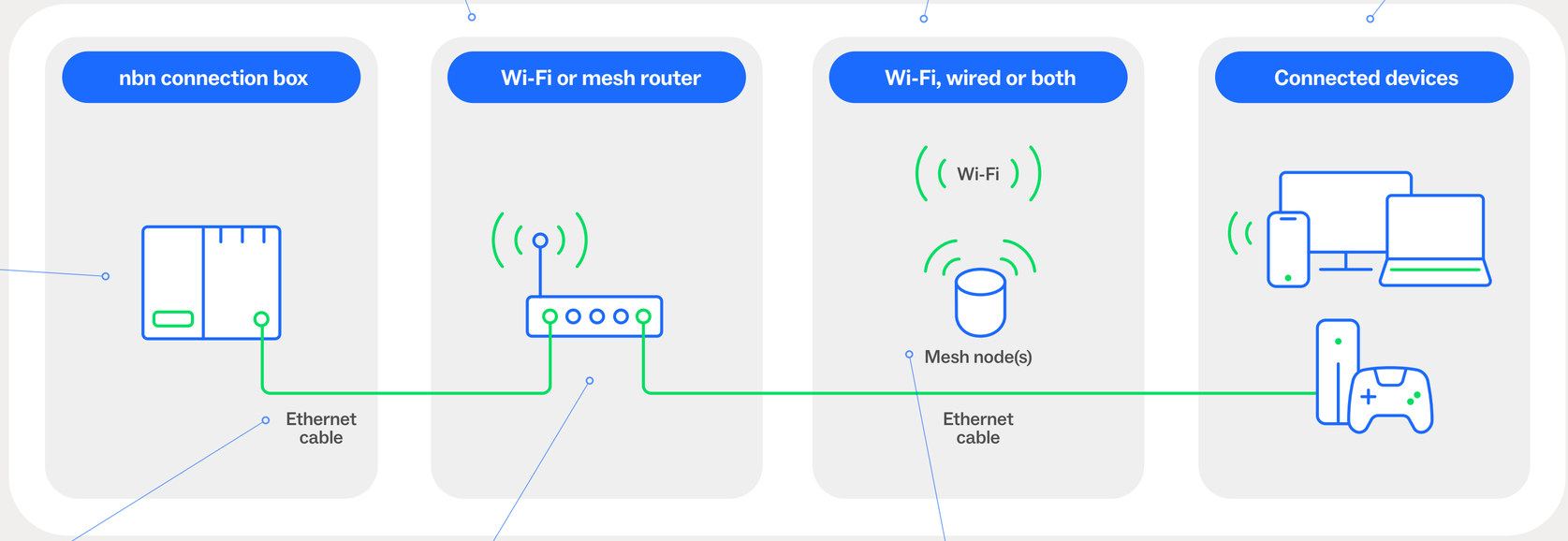
Connectivity

Wi-Fi provides wireless access, mesh improves coverage, and Ethernet ensures stable connections, providing internet connectivity throughout your home.

Connected devices

Smartphones, laptops, smart gadgets and other devices in your home will connect to the network via wired and/or wireless connections, enabling internet access and data sharing.

Older devices may not support the latest Wi-Fi standard and could therefore be slower than newer devices that support the newer Wi-Fi standards.



nbn connection box

An nbn connection box acts as a modem, sending and receiving signals across the nbn network and connecting to your Wi-Fi router via an Ethernet cable. If you're connected to the nbn network via a Fibre to the Node (FTTN) or Fibre to the Building (FTTB), your home will not have an nbn connection box.

Wired (Ethernet)

A wired connection provides stability and speed, making it ideal for streaming, and large file transfers. Using an Ethernet cable reduces some contention on your Wi-Fi network.

Mesh network

A mesh network is a more advanced Wi-Fi network setup, typically beneficial for larger homes. It uses a main mesh router and one or more mesh nodes to improve Wi-Fi across your house. These devices work in unison to ensure better Wi-Fi coverage around the home.

Mesh node(s)

A mesh node is a device within a Wi-Fi mesh network that connects and relays data between other mesh nodes, enhancing coverage and resilience. It dynamically routes information, adapting to changes, ensuring stable communication.

Follow this **link** to learn more useful hints and tips.

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