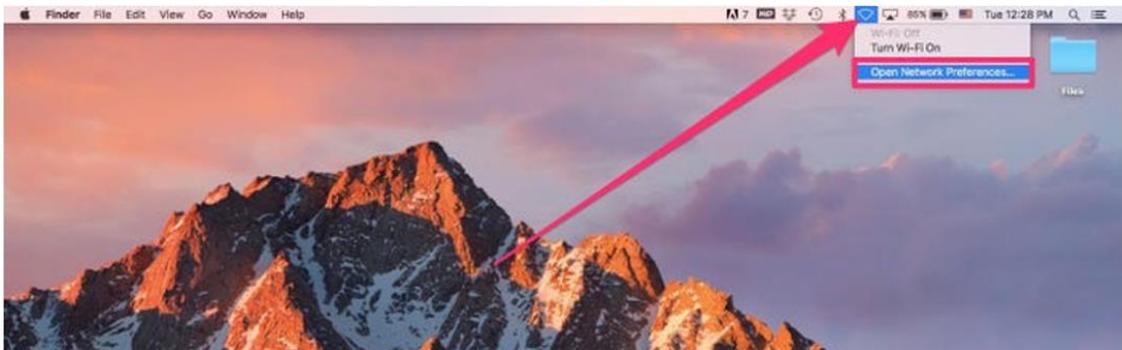


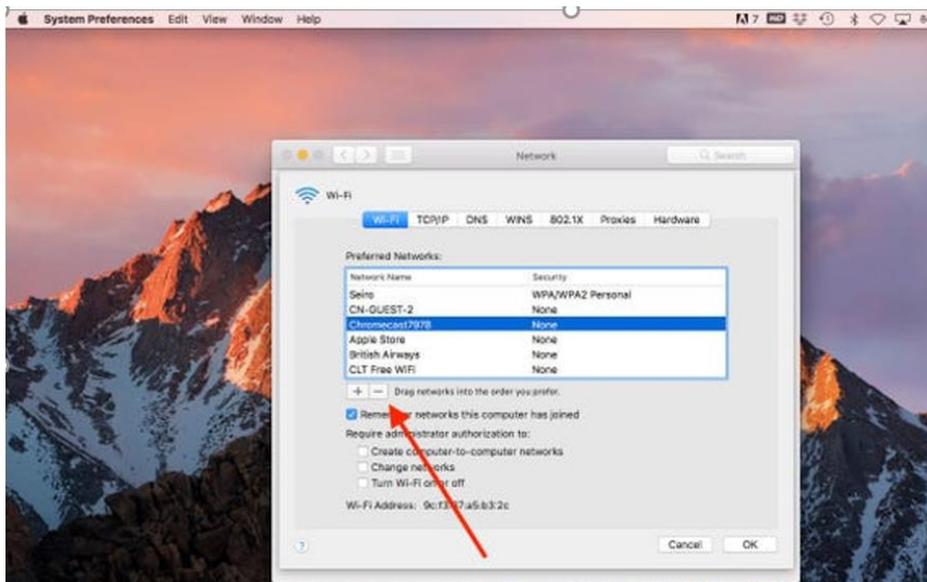
Mac Wi-Fi troubleshooting guide:

1. Forget the network

Click on the Wi-Fi icon at the top right of your top menu bar and select **Open Network Preferences...**



Click **Advanced...** and select the Wi-Fi network that you are currently on. Click the "-" sign to forget the network. (You may also want to take this opportunity to clear other network profiles as well as they sometimes cause conflicts.)



Click on **OK** and then **Apply** to save the change.

2. Reconnect your Wi-Fi, you be required to re-enter your Wi-Fi password.

3. If the above does not work, restart your computer. (Sometimes some services have been corrupted by other programs, restart your computer will restart the service and solve the problem).



Other things to check:

- **Update Network driver**

To make sure your drivers are up to date, click the Apple icon in the upper left corner of your screen and select System Preferences. Then select Software Update. Apple will take care of all software update for you.



Slow Internet connection could be caused by different factors:

1. Check your network speed

If you are connected to the Internet but feel very slow, you should first conduct a speed test to confirm if this is a network issue.

Go to: [google.com.au](https://www.google.com.au) and search for **speed test**. Click **RUN SPEED TEST** to start the test

Although some websites advise that a **good internet speed** is at or above 25 Mbps to support most online activity such as HD streaming, online gaming, web browsing and downloading music, a 10Mbps download rate and 6Mbps upload rate has proven to be sufficient to handle most of the activities required for University study, such as email, iLearn, Echo360, Zoom conference call and normal file download.

2. Too many devices connected to the network at the same time

All devices that connect to the same network shared the bandwidth. If other devices are streaming Netflix, or watching video online, it should slow down other device's network connection speed.

3. Your router location could have a significant impact for signal strength

The signals from your router travel in an outward radius, so you will have better coverage if you place your router in a central location rather than in a corner of your home.

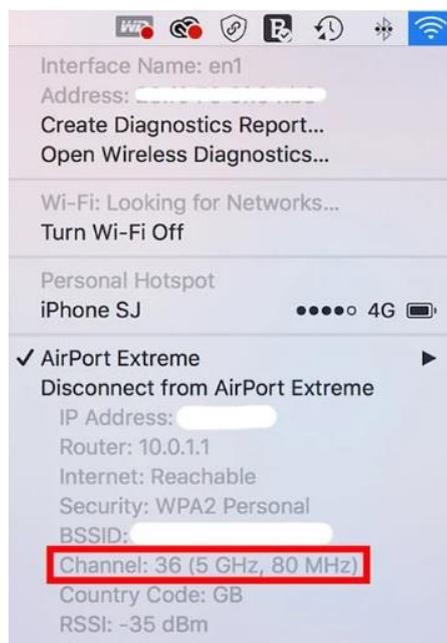
If you sit closer to the router, you will get a better signal strength.

4. Frequency channel

Wireless networks have two frequency bands: 2.4 GHz (gigahertz) and 5 GHz. These frequency bands affect how far and fast your data can travel. With a 2.4-GHz network, you get better range at slower speeds, while a 5-GHz network gives you faster speeds at the cost of signal range. The university recommends using the 5GHz channel whenever possible as there's way too much interference on 2.4ghz especially within units so it makes it unusable.

To check your frequency, click on the Wi-Fi icon in the top nav bar while holding down the Option/Alt key.

This will give you a bunch of information on your Wi-Fi including the channel your Wi-Fi is using right now.



If you are currently on 2.4GHz and would like to switch to 5GHz, this change must be made on the router. As the configuration for each router is different, you should contact your Internet Service Provider to walk you through the steps.