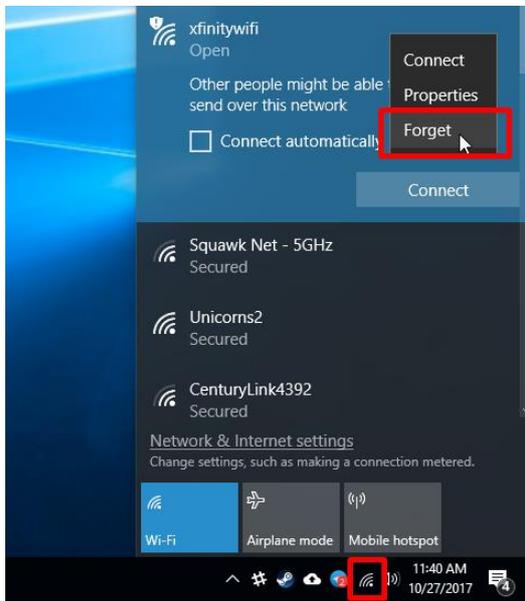


## Windows Wi-Fi troubleshooting guide:

### 1. Forget the network

Click the Wi-Fi button down at the bottom right hand corner, left click on the network you want to connect to, then right click to get the option to **Forget** the network.



### 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**

In order to connect to the internet, your computer uses a network adapter, which is supported by network drivers. These network drivers allow hardware and software programs to interact with one another.

Please follow this [instruction](#) to help you with updating your drivers in Windows 10.

P.S. Windows 7 is no longer being supported by Microsoft.

## 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](http://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

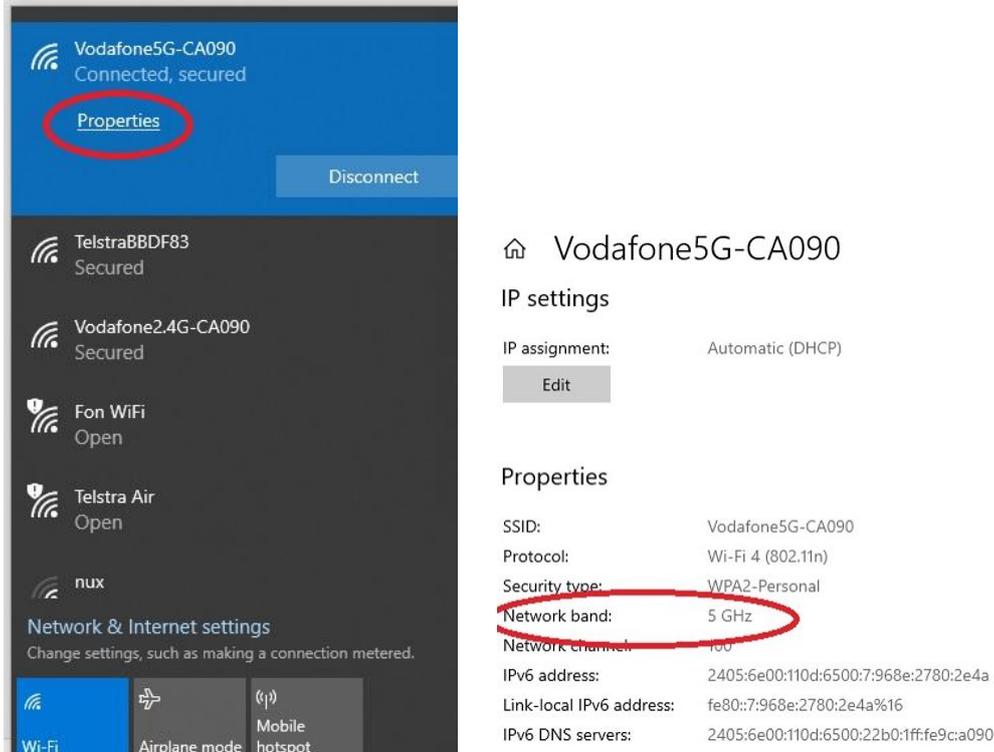
The signals from your router travel in an outward radius, so you will have better coverage if you place your router in a central location rather than in a corner of your home.

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 which channel you are currently using, click on the Wi-Fi icon at the bottom of the screen and click on properties



The image shows two screenshots from an Android phone. The left screenshot displays the 'Network & Internet settings' screen with a list of Wi-Fi networks. The 'Vodafone5G-CA090' network is selected and highlighted with a red circle, and the 'Properties' link below it is also circled in red. The right screenshot shows the 'Properties' page for the 'Vodafone5G-CA090' network. The 'Network band' is listed as '5 GHz' and is circled in red. Other details shown include SSID, Protocol (Wi-Fi 4 (802.11n)), Security type (WPA2-Personal), Network channel (100), IPv6 address, Link-local IPv6 address, and IPv6 DNS servers.

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.