



Manurewa High School

Improving Internet Connectivity

As we move into a space that will require remote learning we thought it would be helpful to share with you some information that may be helpful in getting the best out of your internet at home.

Please let us know if device availability or internet access is an issue for your home so we can troubleshoot ways to support learning in another way via BYOD@manurewa.school.nz

FOR HOME INTERNET CONNECTIONS

It is important to eliminate performance/speed issues with the home wifi setup first, rather than assuming there is an issue with the connection from the house to the internet. To check this:

- Run a speed test at www.speedtest.net to establish a baseline, and repeat after making any change below to check for improvement.
- Power off the home router every morning, leave off for 30 secs before powering back on (don't press the reset button this will reset the device settings!)
- Turn off, or disable Wi-Fi on, unused devices where possible, especially older devices that run at slower Wi-Fi speeds.
- Decrease the physical distance between your device and the Wi-Fi router, line of sight is best.
- Use an Ethernet cable on devices where possible, to reduce Wi-Fi load (especially smart TVs, gaming consoles) – plug these into a spare LAN port on your router.
- If in doubt, contact your service provider for additional support.

DATA ALLOWANCE/CAP ISSUES

- Check your data plan to see if you have been uncapped. Contact your service provider if you are unsure.
- Some providers have made uncapped offers to rural and remote customers for off peak (night time hours only). If this is applicable to you, consider uploading/downloading large data files in these time periods.
- Check what provider options are available for your address if you think you are not getting the best service. You can check at <https://broadbandmap.nz/>.

In some remote areas speed of connection AND the amount of data is a hard-technical constraint based on the capacity of the technology used such as satellite or “point to point” wireless.

FOR MOBILE PHONE CONNECTIONS

- The data plan on mobile phones is NOT covered by the removal of data caps.
- Individual data plans vary significantly – high data usage on some plans over the allowance is very expensive.
- Use the app provided by your mobile phone supplier to track usage.
- “Hot spotting” from a mobile phone is less efficient than using home Wi-Fi (aerials are smaller) so this will be slower.