The Town of Prosper has been working with Connected Nation and local broadband providers to improve and expand broadband service in the Town. As part of this effort we have developed an educational campaign to assist residents in your use of broadband services. This is the second in a series of monthly releases directed at common broadband challenges. For more tips and tricks, including how to fix a lost connection and what speeds you need to send emails or work from home, head to: https://www.prospertx.gov/broadband-service-improvements/.

Internet Quick-Fix Sheet: Internet at the Speed You Want

Got slow internet speeds? Here's what may be slowing you down and tips to improve it.

#1 Reason – Too many devices; each one uses a portion of the speed

- It's similar to trying to take a shower when the washing machine and dishwasher are running—you might get a trickle of water or no hot water at all.

#2 Reason – We mean ALL your devices including those used for smart homes such as Nest Thermostats, Alexa, Sonos, or Google speakers, and smart appliances

#3 Reason - Speed isn't divided up equally so ask "what are my devices doing?"

- Downloading uses more bandwidth (the stream that carries your internet signal), so if someone is downloading 200 songs at once, a new game on Steam, or streaming video/HD video it's going to use more speed

#4 Reason – If your device is wired directly to the router, it will have faster speeds than a wireless device

#1 Tip – Improve your device's speed

- Regularly check for and remove any malware or viruses on all devices
- Review the settings on Roku, Fire TV, Nest Thermostats, a gaming headset, and other similar devices to lower the data consumption without losing quality. Check the manufacturer's website for your device on how to do so.

#2 Tip – Make sure no one else is using your wireless connection and slowing you down

- Add a password to protect your Wi-Fi network; make it difficult and don't forget to write it down

#3 Tip – You need a network card that can handle your internet speeds

- Many older computers have 100 Mpbs cards; if your internet connection is faster than that, then you need to upgrade your computer's network card (NIC)