

Optimise your broadband speed



Sometimes your broadband may seem to be slower than usual and there are a number of reasons why this may be happening. We want you to enjoy a seamless online experience so we have put together our top tips below to help you achieve the best you can out of your broadband.

1. Update your browser or change it altogether

Using the latest version of your web browser should always reduce the time it takes to browse and download web pages. If you find your web browser is always slow, consider switching to another one. For example Internet Explorer users could switch to Mozilla Firefox or Google Chrome. Visit browserchoice.eu for a full list of available internet browsers.

2. Limit how many devices in your home are online at the same time

Recent research has shown that on average, homes in Jersey contain at least fifteen devices that connect to the Internet. If your computer, tablet, games console, mobile phone, Sky box and even TV is web enabled and all online at the same time, then they're likely to slow each other down as they share the same broadband connection.

3. Plug in for larger downloads and streaming

Wireless can be slower than a wired connection. So if you know you will be streaming or downloading videos, music, films or more, plug your device into your router with an Ethernet cable for faster speeds. Your Ethernet cable category can also affect your speed. If you have a category 5 Ethernet cable you will be able to achieve up to 100Mb/s whereas with a Category 5e or 6 cable you may be able to experience up to 1Gb/s.

4. Dodge traffic jams online by avoiding peak times

The time of day you go online can greatly affect connection speeds. Popular times to go online are during evenings and weekends, which slows down the web as there is increased traffic on the physical phone lines. If you can, it's best to leave heavy streaming and downloading for off-peak times. All websites, no matter how large or small are stored on servers and these servers are located all around the world. When you are trying to look at a website you are downloading information from these servers and if they are busy or located far away this can make the website slow to load.

5. Secure your wireless network

It is good practice, from a security perspective, to password protect your network connection from possible intruders that may be using up your bandwidth which affects your broadband speed. If you have a wireless connection that others outside your home can access, you may be unaware that you are sharing your network with your neighbours or general public! This could produce more traffic in your network and slow down the speed of your connection, potentially costing you in overage charges as more tasks are running using your connection.

6. Scan your computer for viruses

Viruses can slow down your computer and broadband speed. Make sure you use anti-virus software to keep your computer free from viruses and running as fast as it can.

7. Location, location, location

Ideally you want to place your router where it will encounter less obstructions and interference. Aim for a clear space around the router and be mindful of other objects nearby that give off signal such as TV's, cordless phones, baby monitors and microwaves. These objects can cause interference and affect the stability and speed of your wireless connection. If you have powerline or range extenders in your home your speed will also be reduced.

8. Free up some space

Applications such as Windows Updates or Skype may automatically start running when you log in to your computer slowing down your connection without you even realising. By turning off applications you are not using you will save bandwidth which can improve your broadband speed. Find out what's running on a PC by pressing Ctrl + Alt + Delete to bring up your Task Manager.

9. Your device

Many devices such as Smartphones and tablets use different wireless standards. This means that even if you have a 1Gb JT Fibre Broadband service the speed you will see on your device will be a lot less. Please refer to the support information for each of your devices to find out more.

The age of the device you are using may also have an effect on the speeds you can achieve. As broadband and communication technology continues to advance, older equipment may not have the most up to date components installed meaning they won't be able to process the speeds that broadband services deliver. If your device is more than 4 years old you will probably see a drop in speeds.

10. Type of connection

Do you have a fibre or copper connection? Copper is slower and the speed you can achieve is more dependent on your homes distance from the exchange. The JT Fibre Broadband service guarantees the broadband speed delivered to your router.

If after trying these tips you do not experience faster broadband, please contact us on 882 882 so we can look into your connection in more detail.