

Checking the speed of your new service

As a new Gigaclear customer, it's likely you'll want to test the speed of your new service. We've put together some guidance on how you can speed-test, but also how you can get the optimum performance from the service and devices in your home.

What result are you expecting?

The service you ordered from us has a letter in front with a number afterwards. The number is the speed in megabits/per second (Mbps). For example, if you have the GO300 service, your speed is 300 Mbps and during a speed test this is what you are looking for.

Please bear in mind when downloading and accessing the internet more generally, you are connecting to other networks on the internet and we cannot control the performance of those public or private networks.

Checking your equipment

Not all equipment will be able to achieve the optimum speed of your service, therefore you need to ensure the equipment you are using for your speed test is capable of the speed you ordered. For example; Wi-Fi performance is realistically within a range of 30-50 Mbps so we recommend not to test over Wi-Fi.

Desktops and laptops with a wired connection will achieve different mbps dependent on the age and type of connection of the device. Newer devices will likely reach 1000 Mbps, but older devices could be as low as 10 Mbps.

If you connect with 'Cloud Based' services, they are not usually capable of reaching the speeds we provide and can mean you perceive that your speed is significantly lower than it actually is. This is because the 'far end' cannot process the speed quickly enough. As companies improve their infrastructure this will improve over time.

Performing a speed test

To perform the most valid speed test we recommend the following:

- Connect your speed testing device to the router using a wired connection
- Ensure the connection wire is good quality. (We recommend Cat6, this is printed on the cable)
- Check the speed of the connection to the router, this can be checked in your device network properties or on the 'Home Network' feature of your customer portal
- Reboot your device to ensure it is running minimum software and avoid opening any other applications than your web browser
- Try to use the latest versions of Chrome, Internet Explorer or Firefox and only have one tab open
- Ensure no anti-virus scanner is actively running as this increases the load on your device
- Also ensure no VPN (virtual private network) application is running
- Disconnect any devices using Wi-Fi (such as tablets or mobiles)
- Visit gigaclear.com/speedtest and click 'GO'

For customers with a high speed service such as the GO900 (which gives you 900 Mbps) should consider switching off IPv6 in your network properties. Also switch your connection to 'autonegotiate'.

Results

Once you've performed your speed test, take a note of your upload and download speed in comparison to the service you have.

If you have any questions or would like to get in contact. give us a ring on 01865 591131 or email support@gigaclear.com