

SLOW INTERNET? GOING OVER YOUR BANDWIDTH CAP?

If you've noticed that your internet has been running slower than you'd like or you need to reduce your bandwidth usage to avoid overage charges, please take a few moments to look over the following information. If you have any questions or need help adjusting any of your settings, please don't hesitate to contact us.

◆ If you have Windows10 ◆

Windows10 has several items that start running when you start your computer. Some of these programs use the internet and are constantly running. Open your task manager, click on the "Startup" tab (you may need to click "More details" at the bottom of the popup box in order to see "Startup") and be sure to disable programs like:

- Microsoft OneDrive
- Skype
- iTunes
- QuickTime
- One Note
- Drop Box

You can still access these programs at any time, and they will no longer be bogging your internet down the minute you start your computer.

There are other settings with Windows10 that also need to be adjusted in order for your system to run more smoothly. Windows10 is a peer-to-peer share operating system, which means your computer is sending your version of Windows10 to anyone who has access to your network.

To change these settings:

- Open your settings
- Click on "Network & Internet"
- From here, make sure you are looking at WiFi settings ("WiFi" should be selected on left side of screen)
- On this screen, you will see the network that you are connected to. Click on your network, then click "Manage Known Networks"
- Scroll down until you see "Metered Connection." Make sure "Metered Connection" is toggled to ON.
- Exit out. Go back into main settings. Click "Update & Security"
- Make sure you have "Windows Update" tab selected on left side of screen. Scroll down until you find "Advanced Options" and click.
- On this screen, scroll down until you see "Choose How Updates are Delivered" and click.
- There will be a section telling you your PC is sending parts of Windows updates to your network. Make sure this is toggled OFF.
- Below that, there is a section asking where you want to receive and send updates to. Select "PCs on my local network"
- From here, click the 'back' button at the top left corner of the screen. You should be in the "Advanced Options" box after clicking 'back.'
- Now, click on "Delivery Optimization," and then click "Advanced Options." This will show your settings for bandwidth consumption when your computer runs necessary program updates.
- Check the box next to "Limit how much bandwidth is used for downloading updates." Slide the toggle button across the bar shown to pick a smaller percentage. This ensures that your updates are not using all of your internet speed.

Windows10 uses all of the internet speed that it has access to. Adjusting these settings will limit how much internet speed your computer will use to operate.

PLEASE CALL IF YOU HAVE QUESTIONS! We are more than happy to walk you through these instructions over the phone.

◆ If you use drives on your smartphone ◆

Your smartphones are typically set up with a drive that stores your phones information out onto a 'cloud' on the internet. These are uploading at all times and will use internet continually unless you change your settings.

- iPhones:
 - If you have an older software version:
 - Go to settings
 - Scroll down and tap on iCloud
 - Find iCloud Drive and turn off
 - If you have a new software version:
 - Go to settings
 - Tap your name at the top
 - Tap iCloud
 - Scroll down to iCloud Drive and turn off
- Androids:
 - From the home screen, tap Apps
 - Tap settings
 - From the device section, tap Application Manager (Apps, App Manager)
 - From the downloaded section, tap Cloud.
 - Tap Force Stop then tap Disable
 - Tap Clear Data

◆ If you use Netflix, Roku, or Hulu ◆

In addition to taking up some of the speed of your internet, Netflix, Roku, and Hulu also use your bandwidth. Changing your settings for these may not only boost your speed, but also keep you under you bandwidth usage limit.

- Netflix:

To control how much data Netflix uses you will need to log into Netflix on a web browser. To do so, follow these instructions:

 - In the top right corner, hover over your account name until a drop-down box shows up. Click on "Account"
 - Scroll down and click on "Playback Settings"
 - From here you can select your desired data usage settings.
 - Low: 0.3 GB/hour
 - Medium: 0.7 GB/hour
 - High: 3 GB/hour for HD or 7 GB/hour for Ultra HD
 - Auto: adjusts based on current connection speed

Please note that you will need to change these settings for EVERY PROFILE using Netflix. If you have a profile set up for children, you will need to change the profile back to a normal profile (uncheck the box next to “Kids” when editing a profile) in order to change the account settings. Once this is done, you can make the profile kid-friendly again.

- Roku:

You will need to use a lower bitrate stream for Roku. From your Roku remote:

- Press “Home” 5 times
- Press “REW” 3 times
- Press “FF” 2 times

You should find options such as the following:

- 3.5 Mbps
- 2.5 Mbps
- 2.0 Mbps
- 1.5 Mbps
- 1.2 Mbps
- 1.0 Mbps
- 0.6 Mbps
- 0.3 Mbps

Choose the same or lower than what your download speed is.

- Hulu

To change your Hulu settings:

- Click on “Account” at the top of your Hulu screen
- Select “Privacy & Settings”
- Choose playback quality

Hulu’s website lists the recommendations for streaming video as follows:

- 720p: a minimum of 3.5 Mbps downstream bandwidth
- 480p: a minimum of 1.5 Mbps downstream bandwidth
- 360p: a minimum of 1.0 Mbps downstream bandwidth

◆ If you use Amazon Fire TV/Fire TV Stick ◆

Amazon Fire TV and Fire TV Stick provides a data monitoring tool to give you detailed information about your data usage for your Amazon account. When data monitoring is enabled, you have the option to adjust your video quality to use less bandwidth, as well as set alerts when you near your bandwidth usage.

To turn on Data Monitoring:

- Select “Settings” from your Fire TV menu.
- Open “Preferences” and select “Data Monitoring”
- Use “Select” button on your remote to toggle data monitoring on or off

◆ If you use Amazon Prime Video ◆

When watching a video on Amazon Prime, hover over the upper right hand corner of your video until icons appear. Click on the icon that looks like a gear. This will give you a drop-down list of video quality settings to choose from. The quality will automatically be set at 'Best.' Choose 'Good' or 'Better' so that video streaming does not burn through your bandwidth.

◆ If you use AppleTV ◆

Your streaming resolution is important to internet speeds and bandwidth consumption. Changing the resolution of what your Apple TV displays will not affect speeds or bandwidth, so it is important that you adjust your video playback settings for each app you use accordingly. If you watch movies or shows with iTunes, it will be necessary to change the settings of iTunes app.

To adjust iTunes movie settings:

- Open “Settings” from your Apple TV home screen
- Select “Apps” from the main settings screen
- Select “iTunes Movies and TV Shows”
- Change video resolution to a lower quality or standard definition