

Timberlane Regional School District Technology



The purpose of this page is to provide some technical resources and tips around home based WiFi and Internet issues.

Why is my WiFi or Internet slow?

This could be for a number of reasons, some of which are listed below.

- 1.) WiFi connectivity issues - the WiFi in your home is subject to many factors: distance between the WiFi router and your device, interference from other electrical devices such as microwaves and walls and floors being between the router and your device.
 - a.) If possible try connecting to the router at a closer distance with nothing between the device and the router.
 - b.) Try rebooting your router and/or your device.
 - c.) Are there a lot of people on the WiFi at your house? If possible try to limit the number especially if they are streaming video.
 - d.) Is your router especially old? If you lease your router from an Internet provider like Xfinity or Consolidated you may qualify for an upgraded router with more capacity and range.
- 2.) Internet Service Provider (ISP) Issues - Xfinity, Consolidated, etc.
 - a.) If you experience continued connection issues or slowness your ISP may be having issues. See item d.) above if your router is leased and older.
 - b.) If you suspect you're having an issue with your service then call tech support of your ISP to let them know. There could be a connection issue.
- 3.) A wired connection is always more dependable and faster than a Wi Fi one however it requires that the device you are working on be close to your router and plugged in via a network cord. Chromebooks do not have a network cord connection built into them - they only use WiFi out of the box. However you can plug directly into your modem with a chromebook using an USB to Network adapter. Below are some recommendations on the adapters (depending on what type USB connection your device has) and network cord that is needed. These are also sold at big box stores such as Walmart, Staples and Best Buy. (Note: the adapters and cables within links below are just a few of the many options. These worked in testing with Chromebooks but are supplied by a 3rd party and no guarantees can be made on their use and are provided just as examples).
 - a.) For Chromebooks that use a USB Type-C connection you can use this adapter that provides a port to plug a network cord into. - [Click HERE](#)

- b.) For Chromebooks that use a standard USB connection - [Click HERE](#) for the USB to network adapter.
- c.) Network Cord - 10 footer - [CLICK HERE](#)

What low cost Internet options are there out there in my area?

- 1.) Please see the New Hampshire's DOE list of low cost Internet providers - [Click HERE](#)
- 2.) If you cannot afford the low cost (\$5-10 month) Internet options in the list of low costs providers please contact Ken Henderson (Director of Technology) at ken.henderson@timberlane.net. We do have the ability to send WiFi hotspots through our Verizon account but please note that these only work where Verizon has signal and are not as fast as even the lowest cost Internet provider options in the list above.