Home Wi-Fi FAQs and Tips

If you experience trouble connecting to UM applications or the performance is slow, it might be caused by the strength of your home Internet connection. Here are some steps you can take that might help.

Maximize your Wi-Fi signal

1. **Move as close to your Wi-Fi modem as possible.**
   - Wi-Fi 5Ghz signal can usually reach around 50 ft. indoors but the signal can be blocked by walls. If you cannot get closer, consider using 2.4Ghz signal or you may need a Wi-Fi range extender/booster to help improve signal strength – see #2 below.

2. **Consider adding options to boost your Wi-Fi signal strength at home.**
   *Note: these have *not* been tested by UMIT; support would come from the individual company. Provided here for your information only.*
   - **3rd Party** Wi-Fi mesh range extenders:
     - **Eero**: [https://eero.com/shop](https://eero.com/shop)
     - **Netgear**: [https://www.netgear.com/landings/mesh-network](https://www.netgear.com/landings/mesh-network)

3. **Update your computer software.**
   - In some instances, updating your device to the latest software versions may help improve weak or slow connectivity.

Wi-Fi Tips

For optimal Wi-Fi coverage and strength, your Wi-Fi Router/Modem should be:

- Placed in a central area of your home, if possible
- Elevated off of the floor and in an upright position.
- In an open space, free of obstructions.
- Using one Wi-Fi Name and Password for your home network.

To minimize Wi-Fi signal interference, place your Wi-Fi Router/Modem *away from*:

- Walls and furniture.
- Metal surfaces.
- Halogen/fluorescent lighting.
- Microwaves and refrigerators.
- TVs and computer monitors.
- Baby monitors.
- Large amounts of water (like aquariums and water heaters).
If you have a cell phone plan with data and LTE or 5G cell service

1. **Tether your cell phone signal to your computer.** Many providers offer a “personal hotspot,” also known as a “mobile hotspot” or a “tether” feature on cell phones which can provide a Wi-Fi connection to a computer. For reference, review how to connect to a “personal hotspot” on Apple or Android devices. Many Internet carriers and providers are suspending Internet data caps as part of their COVID-19 response, but check to make sure you won’t incur extra fees.

2. **Connect to a free carrier service.** For more information, please review this article on [CNET](https://www.cnet.com/). For quick reference, individual carrier responses are listed below:

**Still Experiencing Issues?**

Many common home Wi-Fi connectivity issues can be resolved by power cycling/rebooting your Internet service provider Wi-Fi router/modem, please see below for information on how to reboot your device from AT&T and Comcast, two popular services in the US:

  
  AT&T Internet support number: 1 (800) 288-2020

- **Comcast Xfinity** customer reboot steps: [https://www.xfinity.com/support/articles/troubleshooting-your-cable-modem](https://www.xfinity.com/support/articles/troubleshooting-your-cable-modem)
  
  Comcast Xfinity Internet support number: 1 (800) 934-6489

**Require More Assistance?**

Contact the UMIT Service Desk at: [help@miami.edu](mailto:help@miami.edu)

The Student Technology Help Desk (STHD) is also now offering phone and remote technical support. Visit: [sthd.it.miami.edu](http://sthd.it.miami.edu) for more information.