

## Getting the best wireless signal

There's much you can do to get the very best wireless range and performance. This article guides you through how to:

- Reduce the impact of obstacles & interference
- Change your wireless channel
- Why you should make sure your devices are wireless 'N' or 'AC' compatible
- Use 5GHz with compatible devices
- Use a Powerline Adapter
- Limit how many devices in your home are online at once
- Check the speed limits of your device
- Scan your computer for viruses
- Use the latest browser version
- Check that there are no other programs running in the background

### Reduce the impact of obstacles & interference

Your wireless signal is strongest when you're in line-of-sight of your modem. Large dense obstacles like brick walls or fish tanks reduce its strength, and sources of electrical interference like cordless phones or baby monitors can cause interference.

It won't always be practical to keep your modem in line-of-sight, but there are ways you can make sure you're getting the best possible signal.

Your modem's positioning options are limited by the location and length of the coaxial cable that comes into your home; however, for its wireless signal to be distributed effectively, make sure your modem isn't crowded by other items or devices. It might be easier to reposition easily movable obstacles and sources of interference away from the modem rather than moving the modem itself.

Try to keep the modem as far as you can from:

- Large or dense objects – avoid items containing metal or water
- Reflective or shiny surfaces – the signal can bounce off windows, mirrors and tiles

- Electrical equipment – particularly TVs, cordless phones, baby monitors and other equipment that sends out radio signals
- Walls – especially thick ones made of concrete or brick

Other things to think about:

- Give it space – the more space immediately around your modem, the better its signal can spread
- Keep your modem in the clear – your modem broadcasts from all around the device, so try not hide it away on a bookshelf or behind the TV

### **Check your wireless channel**

A prime cause of wireless slow-down is interference from other wireless networks in your area.

Your modem sends its wireless signal on a set frequency, or channel. So if someone in your area is using the same channel, the signals may interfere with one another and could reduce your wireless performance.

The modem checks for the best channel to use when it's switched on, so the easiest way to find a new Wireless channel is to reboot your modem. See '[How do I reboot my modem?](#)'

For instructions on how to manually change your wireless channel, click on your modem model below.

[Virgin Media Hub](#)

[Horizon HD+ box](#)

[Cisco 2425 & 3925](#)

[Technicolor TC7200](#)

[Thomson TWG870](#)