

# Connection Troubleshooting-Verizon

- ❖ Run a speed test to see what the connection speeds are. One of the best sites for this is [www.speedtest.net](http://www.speedtest.net). We have encountered issues before in which the network connection was fine but the apps or other systems being used were causing an issue. 4 mbps should be enough for a basic zoom call and general web browsing.
- ❖ Make sure that there are not too many devices connected at the same time. While both the tablet and Mifi can handle between 8-15 connections, these devices are not routers and do not regulate traffic between the devices. They act more like a data hub and if there are five or six devices connected at once that can slow all of them down.
- ❖ Where the device is placed within the residence can also have an effect. They do have a range of 50-100 feet depending on the interior of the building and sometimes even higher with a direct line of sight. Placing the device near a window instead of being in the middle of a building or in a basement may also improve reception and speed.
- ❖ This number is for troubleshooting only. Please have the phone number associated with the device ready. **800-922-0204**