

# Quick fixes to improve your WiFi

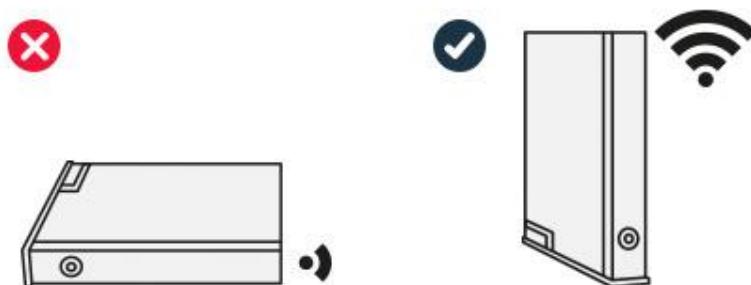
## Optimize your wireless router orientation and location

WiFi signals weaken when transmitting over distance and through obstacles. WiFi coverage area is limited and may be further reduced by bad positioning.

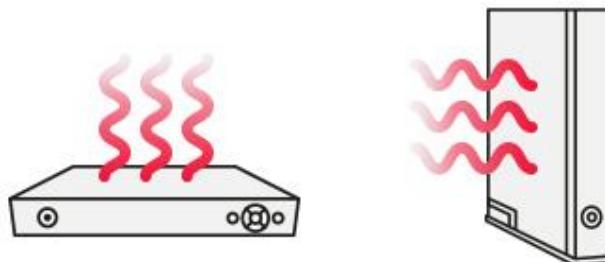
To get stronger WiFi signals, check your:

### Router Orientation

Your wireless router should stand upright so the built-in antenna is properly oriented.



Do not stack your wireless router together with other electronic device or put it in small enclosed spaces to avoid overheating and damaging.



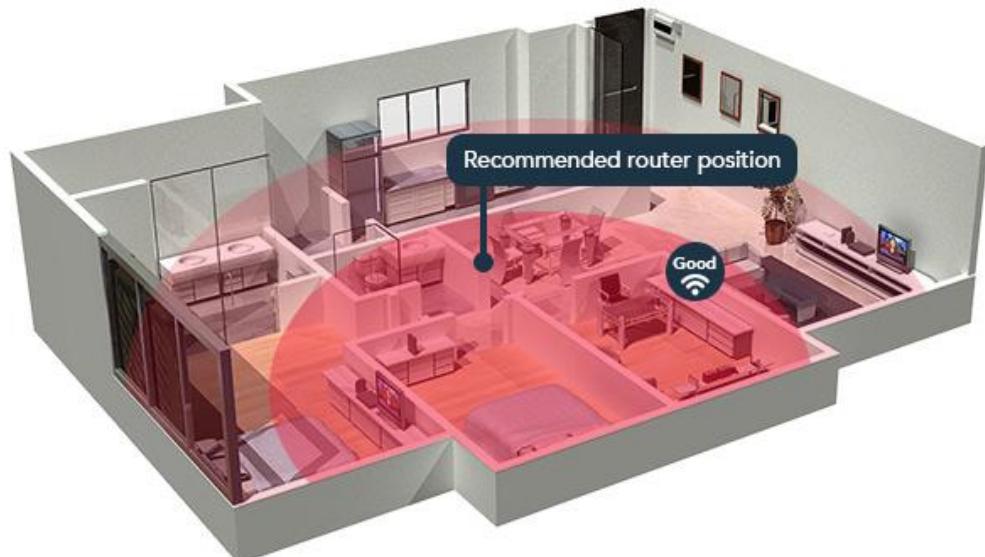
Put your router on an elevated platform such as a table or shelf with an open view, because WiFi signals transmit better downwards.



## Router location

The wireless router is the source of your WiFi signal. Place it in a central location or close to where you always use WiFi to optimise coverage.

**Optimal placement:** Centre of the house, on an elevated surface, with an open view as much as possible.



For illustration purpose only.  
Actual set up depends on housing layout.

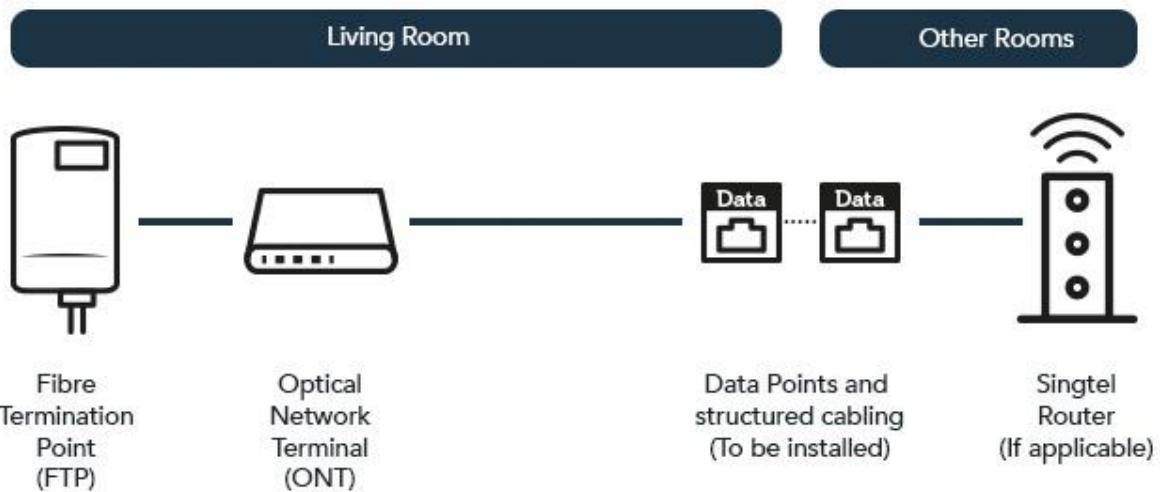
**Bad router position:** Next to heavy walls/mirrors, at the corners of the house. Strongly recommend to install access points or WiFi mesh at the location of the red dot to improve coverage in the house.



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Actual set up depends on housing layout.

Structured cabling can give you the fastest and most stable connectivity around your home. With structured cabling, you can relocate your router to a central location in your home if a data point is available there.

If you have data points installed in rooms, it means your home is already equipped with structured cabling.



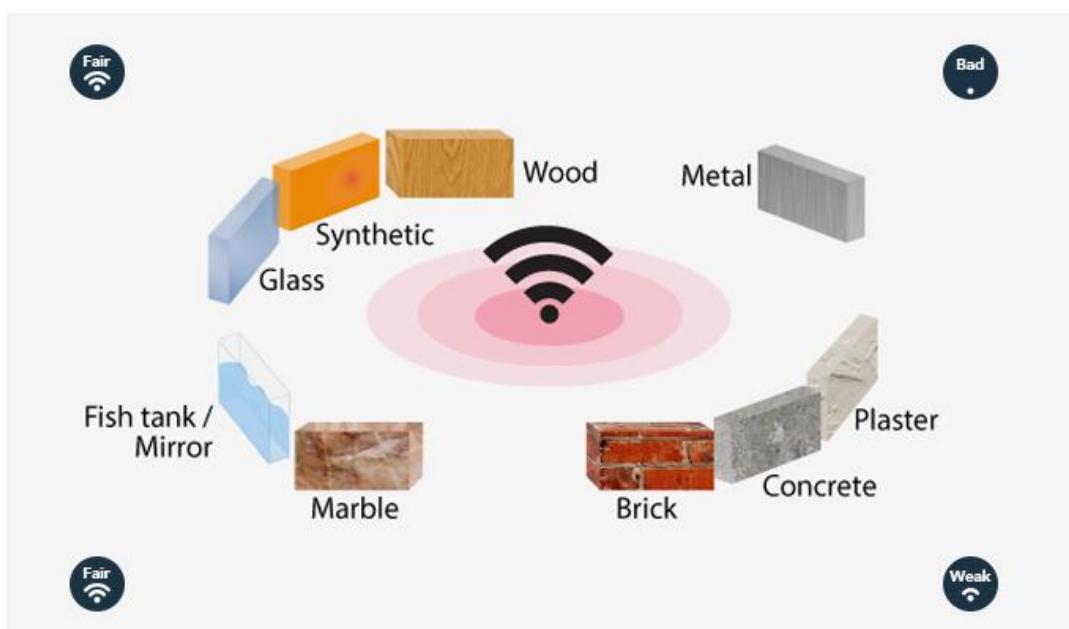
### WiFi Mesh

Place your WiFi mesh devices to locations in between your main router to the furthest point within your home, preferably within line of sight or 1 wall between at most.

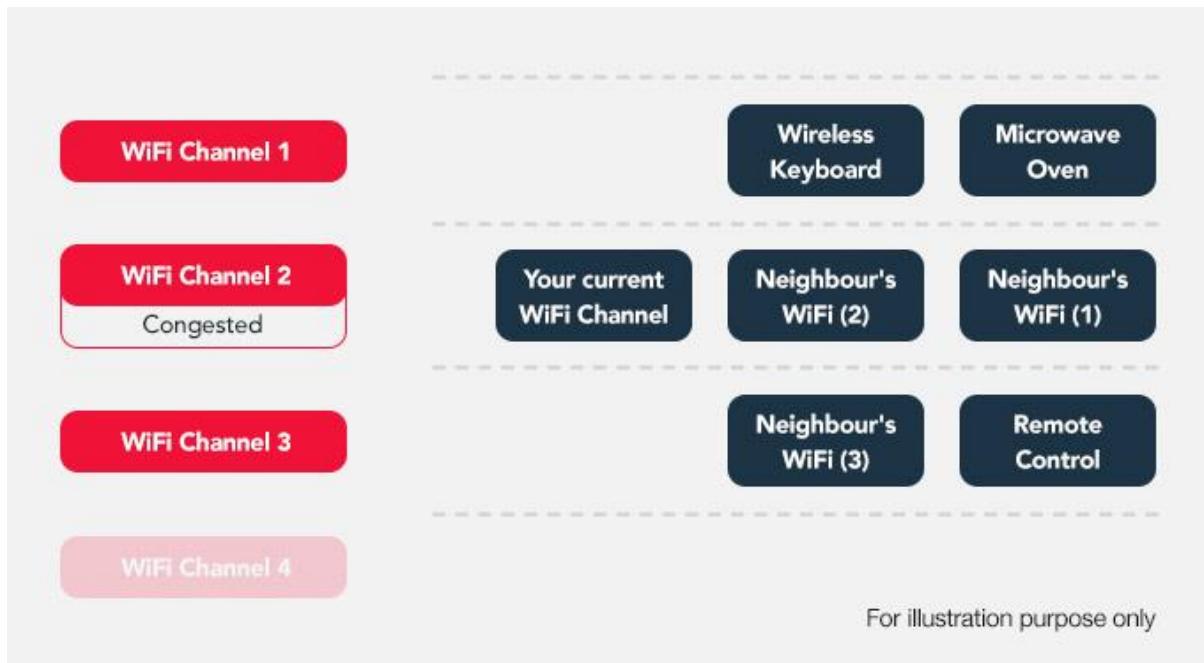
### Obstructions between you and the wireless router

Locate spots in your house with the strongest WiFi signal, and work there instead of at far corners of the house.

Minimise obstructions that block WiFi signal transmissions towards your common usage locations. Note that different materials have varying impacts on signal strength:



## Is your WiFi channel congested?



Channel congestion may result from signal transmitting devices and home electrical appliances interfering with the WiFi strength.

Keep interfering devices such as cordless phones, Bluetooth devices, baby monitors, video cameras and microwave ovens at least 1m away from your router.

### How can you improve your WiFi channel condition?

Make sure your Singtel wireless router channel selection mode is set to "Auto" (watch this video for a step-by-step guide). Restart your wireless router by turning it off and on again to automatically switch to the best available channel.

Alternatively, you can make use of the Dual-band WiFi solution detailed below.

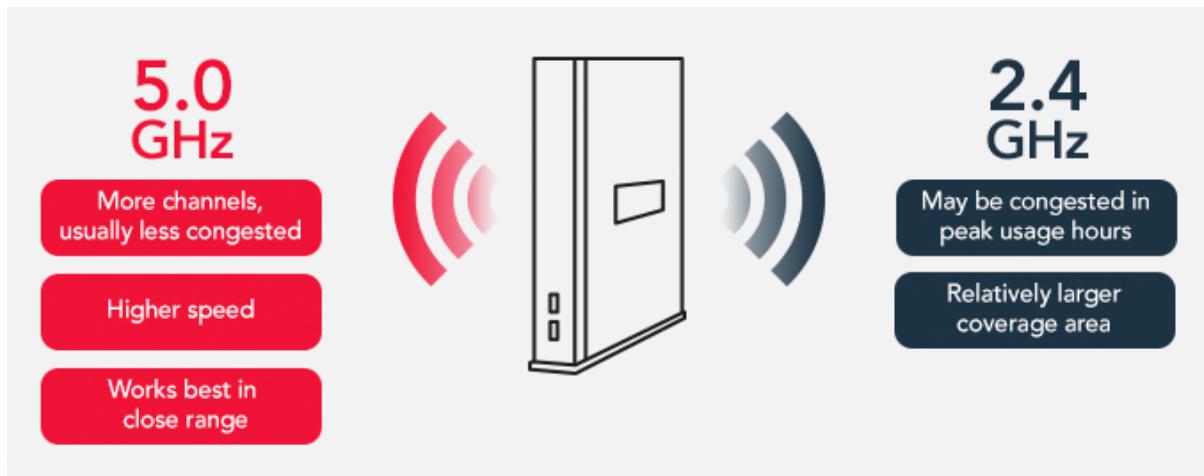
### Avoid overloading your WiFi bandwidth

Curb heavy internet activities (Eg. Large file downloads, file sharing) which utilise higher bandwidths as that will slow down your surfing experience.

### Focus on what matters

Use fewer work apps on your device and minimise the use of non-work related gadgets to achieve reduce WiFi congestion.

## Dual-band WiFi



A dual-band wireless router is able to emit both 2.4GHz and 5GHz signals simultaneously. The 5GHz band offers a lot more WiFi channels and is less vulnerable to channel congestion.

### How do I connect to the 5GHz band?

To determine your 5GHz connection details, locate the SSID and WiFi key at the side of your router. Open the WiFi setting page on your device. If the WiFi SSID shows SINGTEL(5G)-XXXX, it means that your device can connect to 5GHz band.

Due to its higher frequency, 5GHz band has a smaller coverage area than the 2.4GHz band and works best with no physical obstructions in between, preferably within the same room the router is placed. We recommend connecting to both 5GHz and 2.4GHz bands so your mobile devices can automatically select and switch to the optimal band.

If you are using a WiFi mesh, you may not see a (5G) SSID as your mesh is automatically steering you to the 5G band.

Check out this [video](#) to learn how to connect to the 5GHz band on your devices.

## Power cycle your wireless router & installed devices



- ✓ Quick and easy
- ✓ Scan and switch to a cleaner WiFi channel
- ✓ Optimise and refresh hardware resources

The router may slow down after running for a long time as it becomes overloaded. WiFi channels may also become congested over time.

To remedy these issues, simply switch your wireless router off and on again to refresh the connection.



If connection loss or instability persists, turn off all installed devices such as the Optical Network Terminal/Router (ONT), the Singtel wireless router/mesh, and the Singtel TV set-top box (if applicable) and observe the connectivity.

If you are still having issues, reboot your connected devices (PC, laptop, smartphone or tablet).