

Wi-Fi, routers & broadband | Easy | 2 min read

How to run a broadband speed test properly

A speed test is a quick way to check what your broadband is delivering. The results only mean something if you run the test properly, so here is how.

Before you test

- Pause downloads, streaming and updates on every device.
- If you can, connect a laptop to the router with a network cable. Wi-Fi adds its own limits.
- Close other tabs and apps on the device.
- Use a well-known test site or the one from your provider or Ofcom.

Running the test

1. Stand near the router if you are testing by Wi-Fi.
2. Open the test and press **Go** or **Start**.
3. Write down the download, upload and ping figures.
4. Repeat two or three times, and at different times of day, such as morning and evening.

What the numbers mean

- **Download** is how fast data arrives. It matters for streaming, browsing and downloading files.
- **Upload** is how fast you can send data. It matters for video calls, backing up photos and working from home.
- **Ping or latency** is the delay, measured in milliseconds. Lower is better, especially for gaming and calls.
- **Jitter** is how much that delay varies. Lots of jitter makes calls choppy.

Is my result good?

Compare it with the speed your provider quoted when you signed up, found in your contract or welcome email. Speeds are often given as typical or minimum figures, and Wi-Fi results will usually be lower than cabled ones. A small difference is normal.

Avoid judging by one test. If results are regularly well below what you pay for, even over a cable, then contact your provider and quote your test results, with dates and times.

Common mistakes

- Testing on a phone with a weak signal.
- Testing while someone is watching a film.
- Using a VPN while testing, which can lower the result.

When to get more help

If your cabled speed is poor or keeps varying, we can check your router and set-up before you call your provider.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.