

Checking Hardware Compatibility for Higher Internet Speeds

Are you on a high-speed or Gigabit plan but not getting the speeds you expected? Here's how to check if your devices and equipment support higher speeds — whether you're using a wired or Wi-Fi connection.

A. Wired (LAN) Connection

A wired connection provides the most accurate speed test results, as it connects directly to the modem or router.

Check the Computer's Network Speed

Control Panel Home

Change adapter settings


Change advanced sharing settings

Media streaming options


View your basic network information and set up connections


View your active networks

WirelessNet 3
Private network

Access type: Internet
Connections:  WiFi 2 (WirelessNet-5G)

Unidentified network
Public network

Access type: No Internet access
Connections:  Local Area Connection

Access type: Internet
Connections:  Ethernet

Megabit

Ethernet Status

General

Connection

IPv4 Connectivity:	Internet
IPv6 Connectivity:	No network access
Media State:	Enabled
Duration:	02:59:38
Speed:	100.0 Mbps

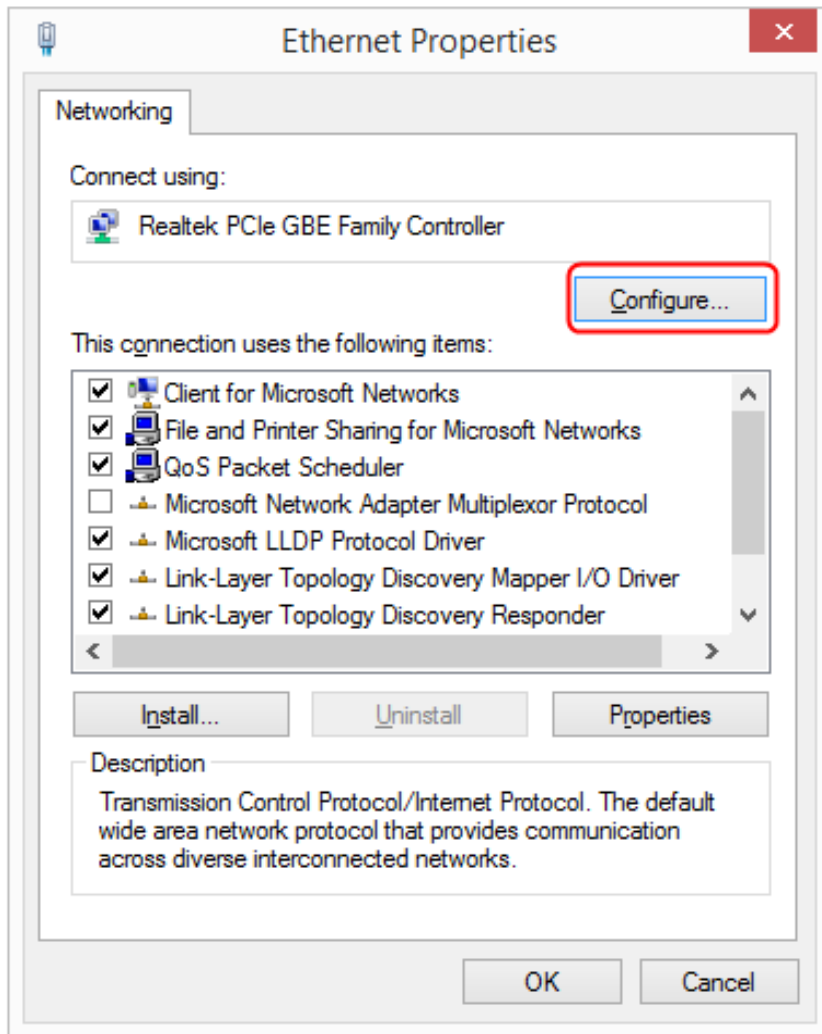
Details...

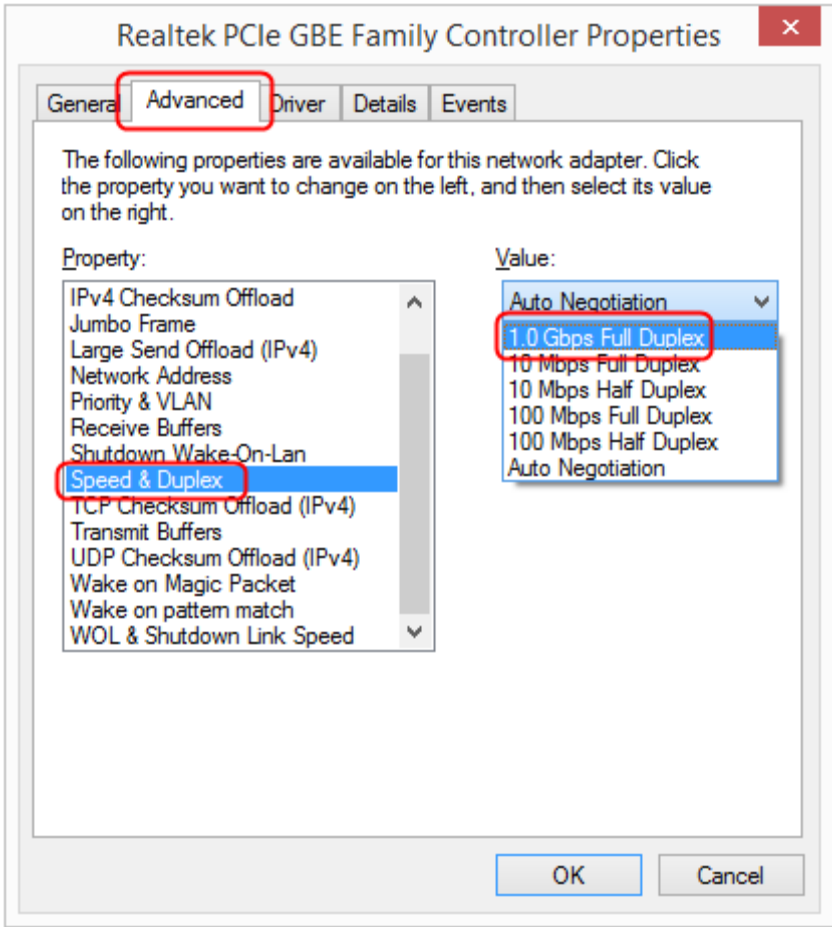
Activity

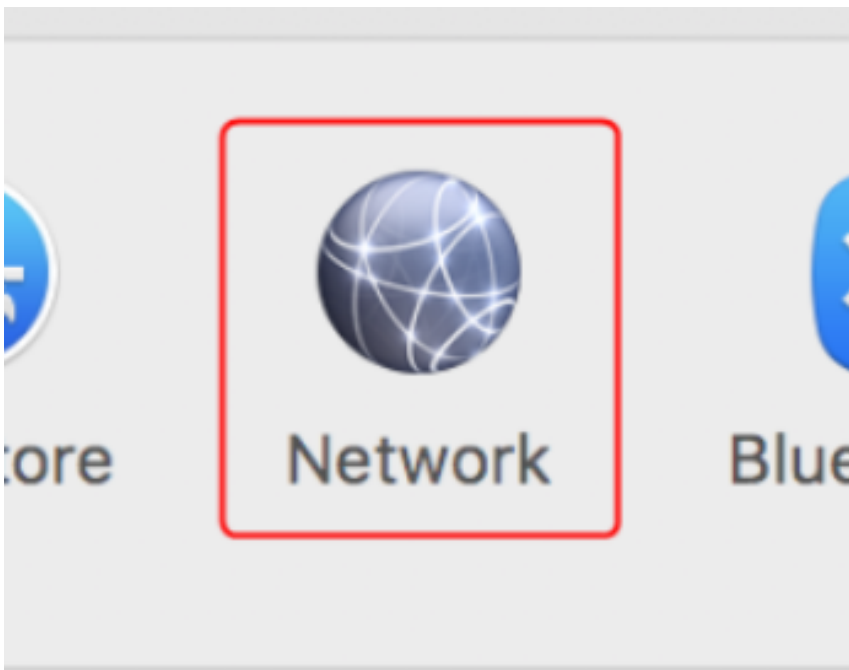
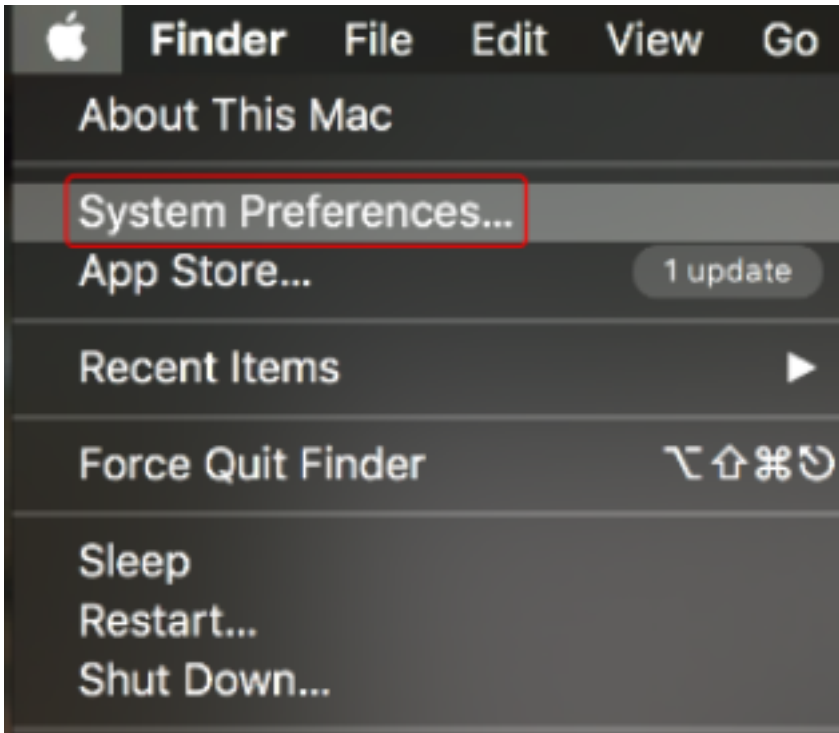
	Sent	Received
Bytes:	30,657,539	322,054,214

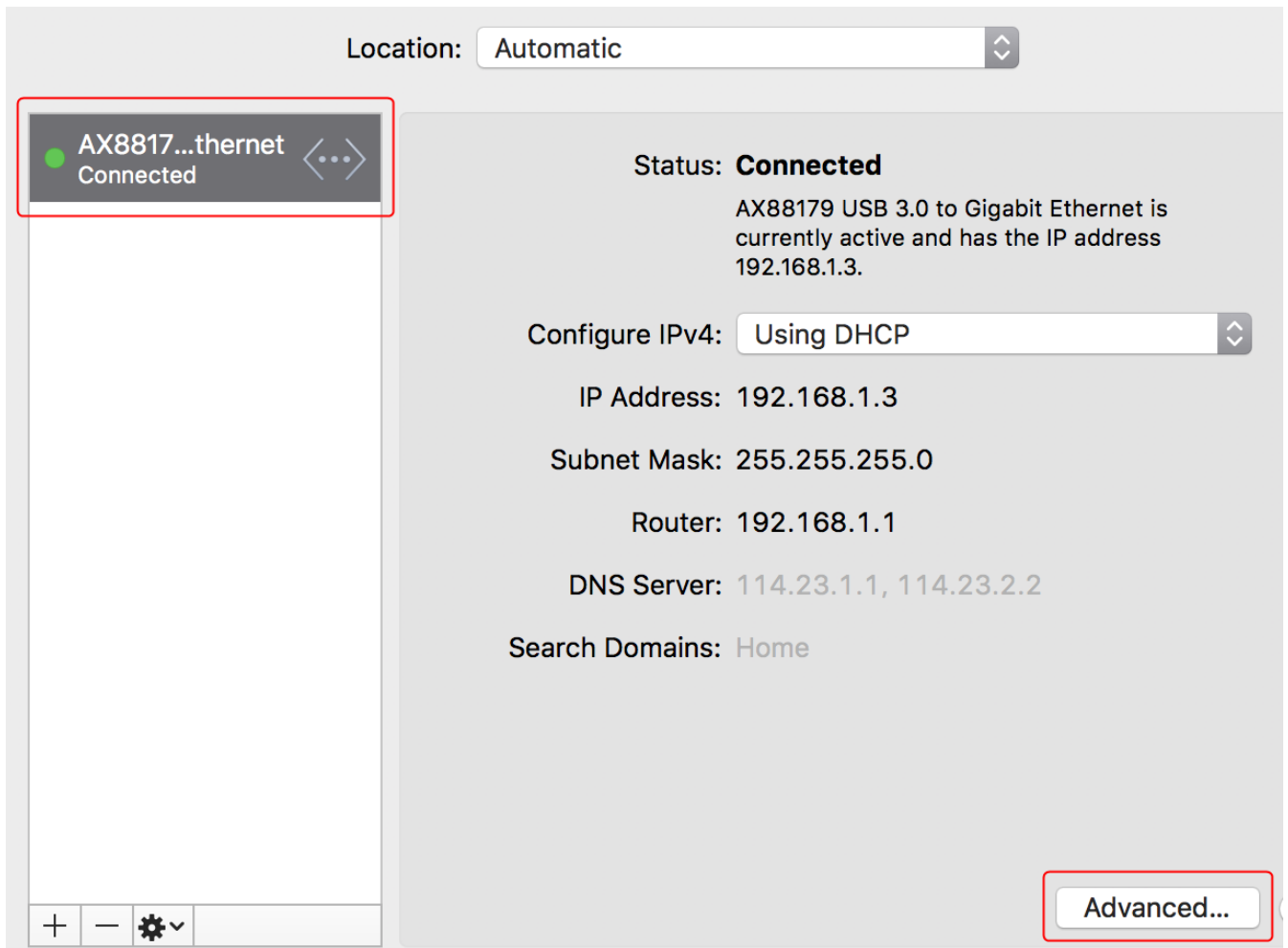
Properties Disable Diagnose

Close









■ Select the Hardware tab and check the Speed field:

- If the speed is lower than 1000baseT, see if it can be manually adjusted.
- If 1000baseT is not listed as an option, the device does not support gigabit connection.

[Redacted]

[Redacted]

Check Your Modem's Capability

[Redacted]

[Redacted]

- [Redacted]
- [Redacted]

[Redacted]

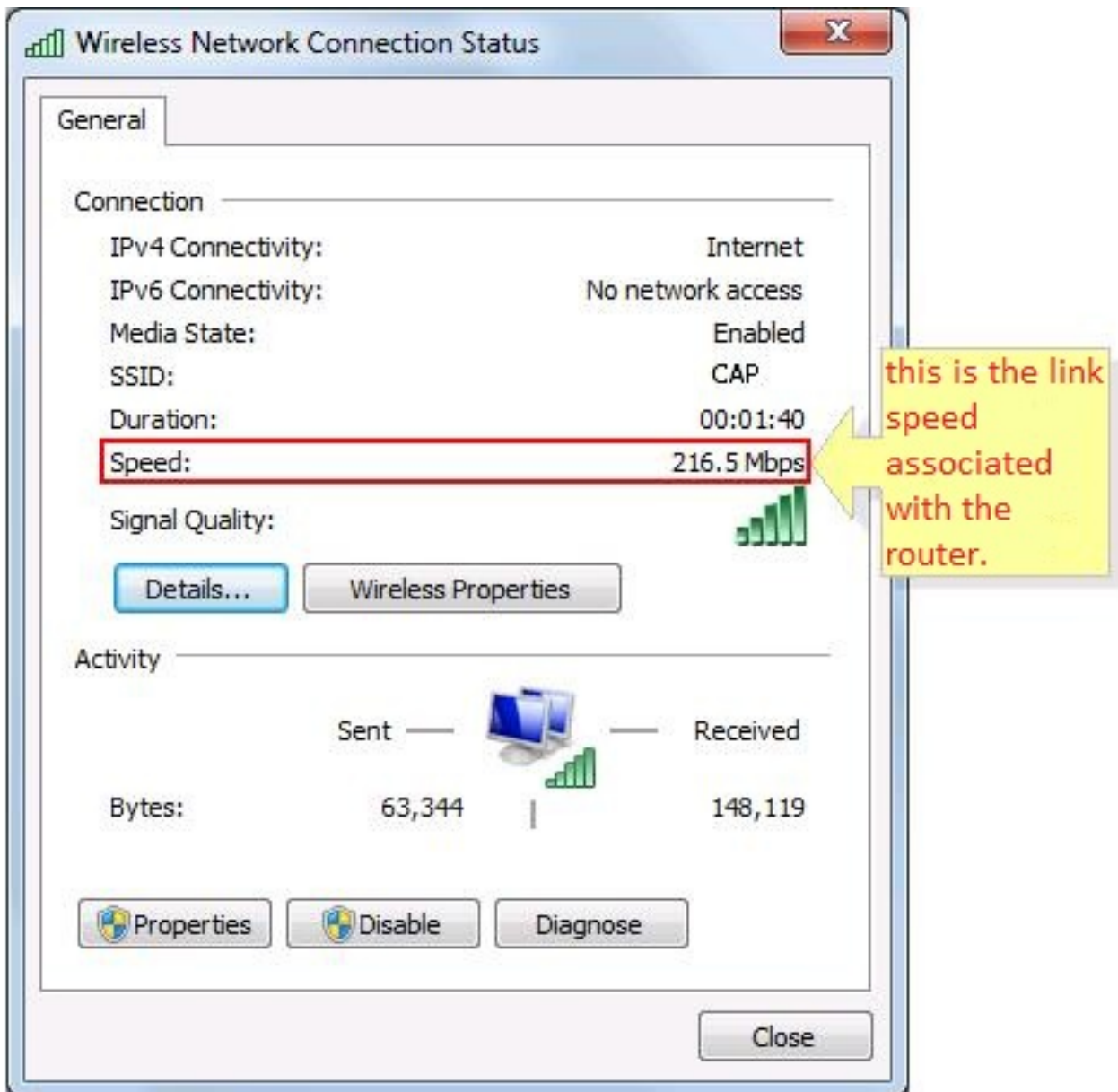
B. Wi-Fi (Wireless) Connection

Note: Wi-Fi speeds depend on your device's wireless capability and the Wi-Fi standard your modem supports (e.g., Wi-Fi 4, 5, or 6).

Check the Attainable Speed of the Connected Device

Windows (Laptop/PC):

- Press Windows Key + R, type ncpa.cpl, and press Enter.
- Right-click Wi-Fi/Wireless Network Connection ? select Status.



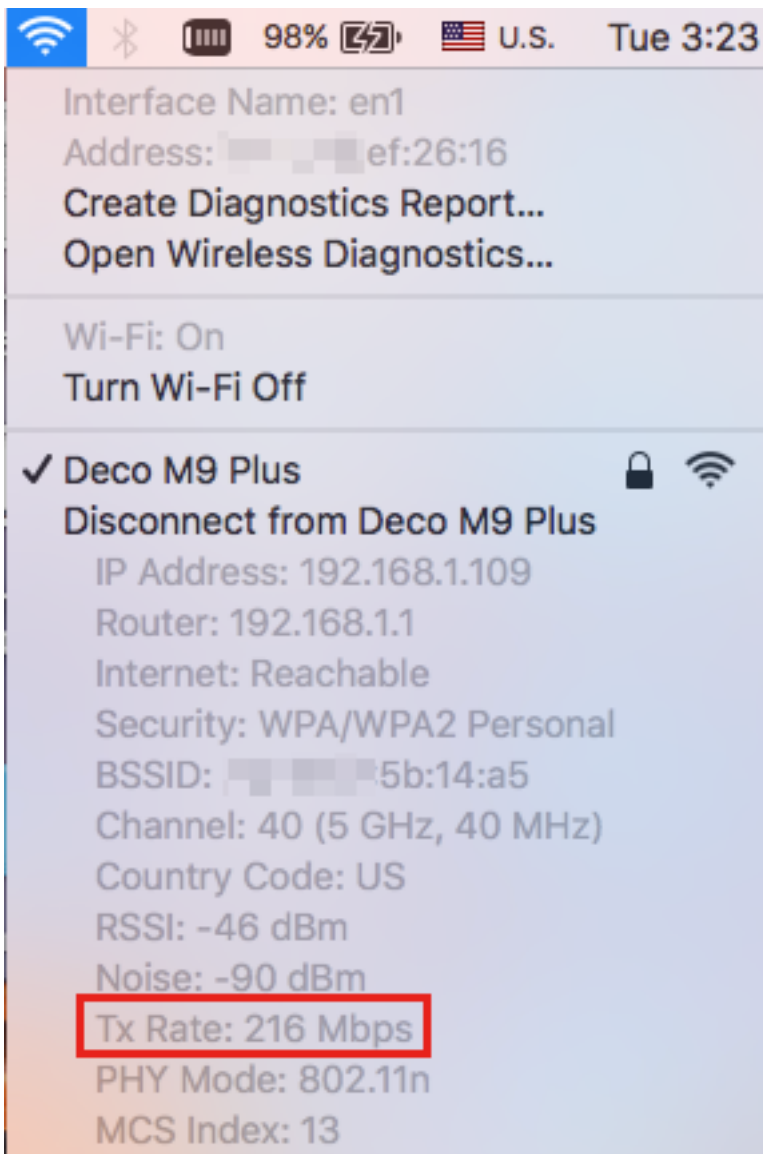
The Speed shown is your link speed (maximum connection rate between your device and modem).

Alternative path:

Go to Settings > Network and Sharing Center > Change adapter options, left-click the Wi-Fi adapter to view the link speed.

Mac OS:

Hold the Option key on the keyboard and click the Wi-Fi icon on the top menu bar.

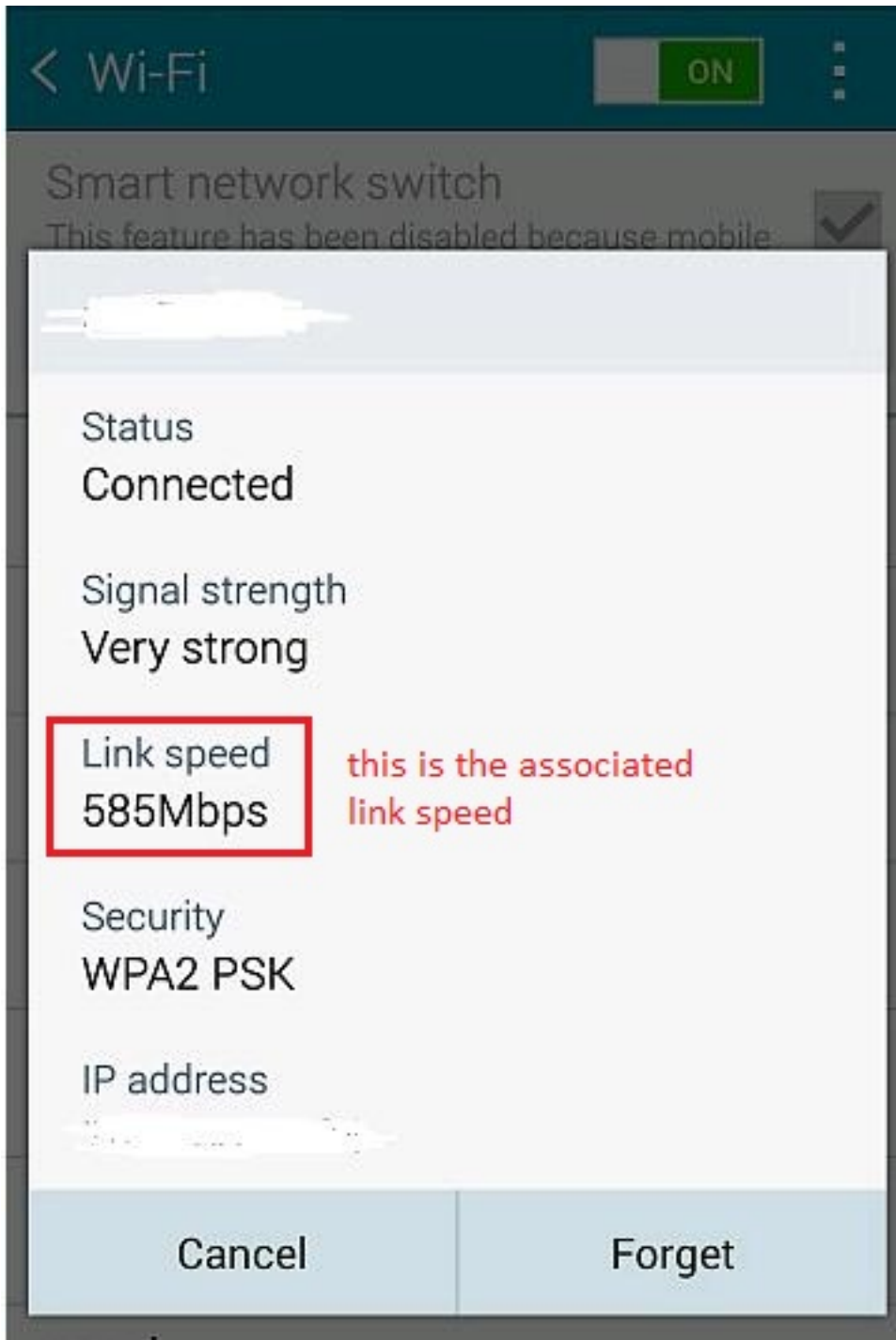


Look for Tx Rate — this indicates the Wi-Fi link speed.

Android:

Go to Settings > Wi-Fi, then tap the network you're currently connected to.

The link speed or connection speed will be displayed.



Note:

Wi-Fi speeds are generally lower than wired speeds due to signal interference, distance, and network congestion.

For the most accurate speed test, use a wired (LAN) connection when possible.

Still Experiencing Slow Speeds?

If all your equipment supports gigabit speeds but you're still experiencing slow performance, try using a different Ethernet port or cable and restarting your modem and computer.

If the issue continues, please 

Online URL:

<https://articles.spintel.net.au/article/checking-hardware-compatibility-for-higher-internet-speeds.html>