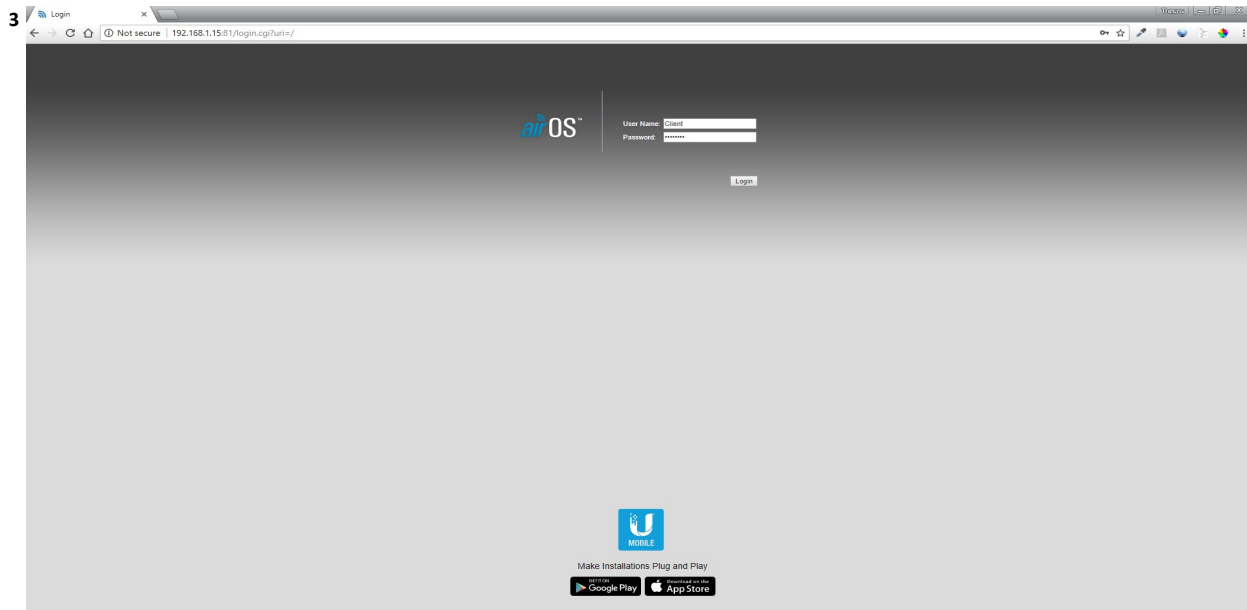


You can monitor your connection utilization yourself in "real-time" by following the next few steps:

- 1 Open your web-browser.
- 2 Type the following IP address in the browser: 192.168.1.15:81 and press "Enter"

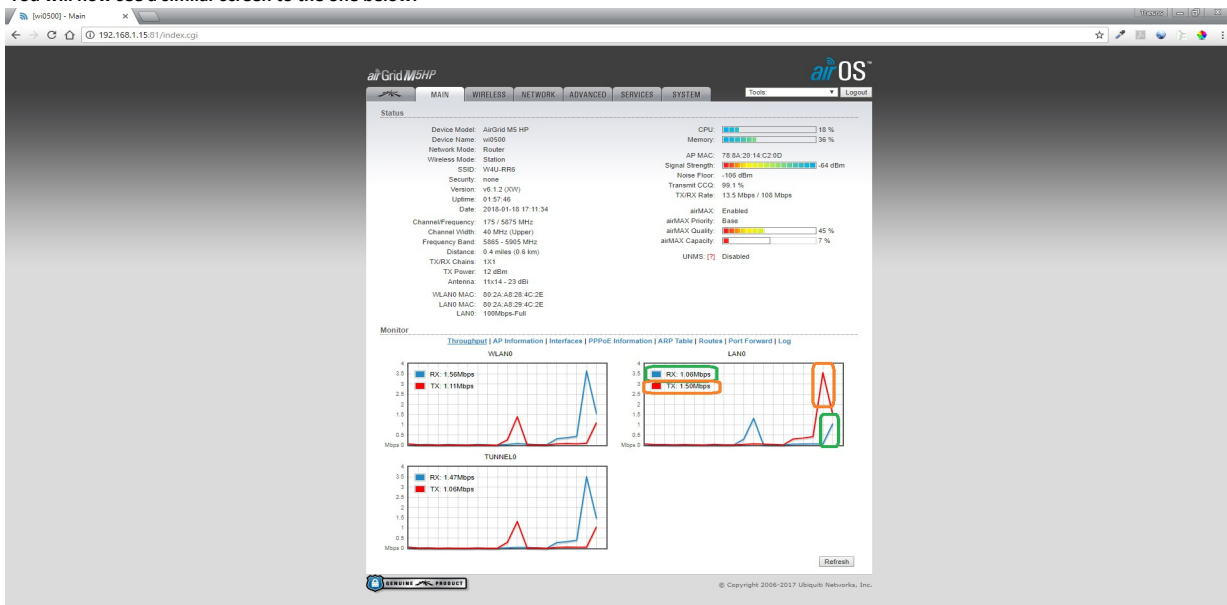


- 4 Type in the username and password

Username: Client

Password: @Client@

- 5 You will now see a similar screen to the one below.

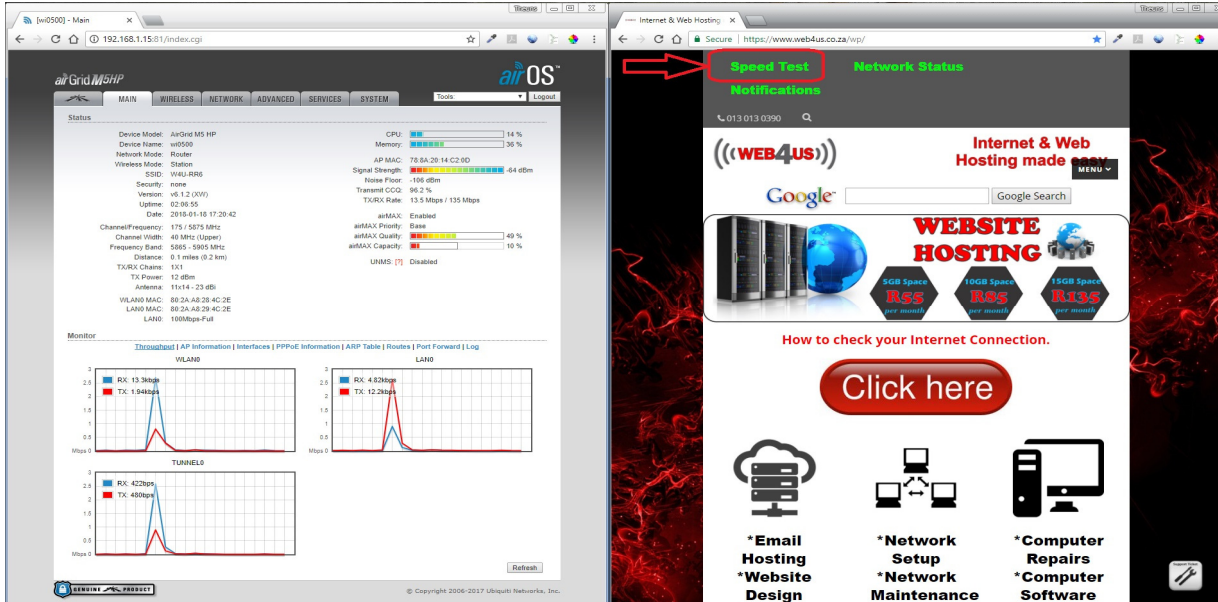


*** The ORANGE shows the current Internet usage - Download Speed

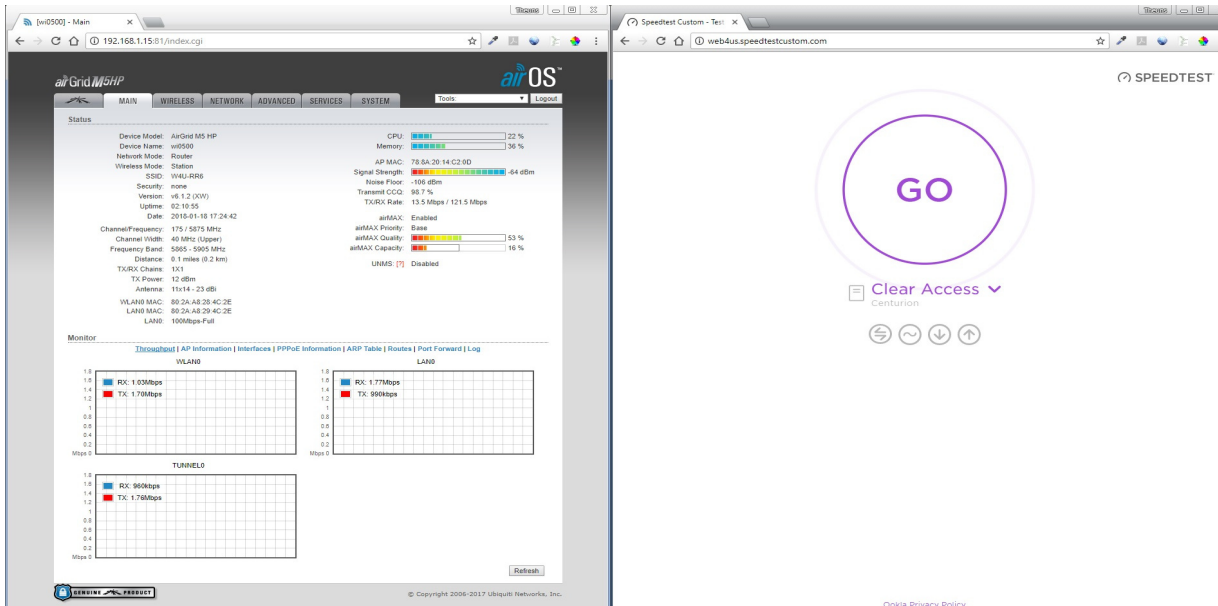
*** The GREEN shows the current Internet usage - Upload Speed

***** If you do a speedtest now, you have to take the speed you get from the Speedtest and ADD the above speed to it to get the correct result *****

6 Open another browser window, and split the two screens in the middle as shown below.

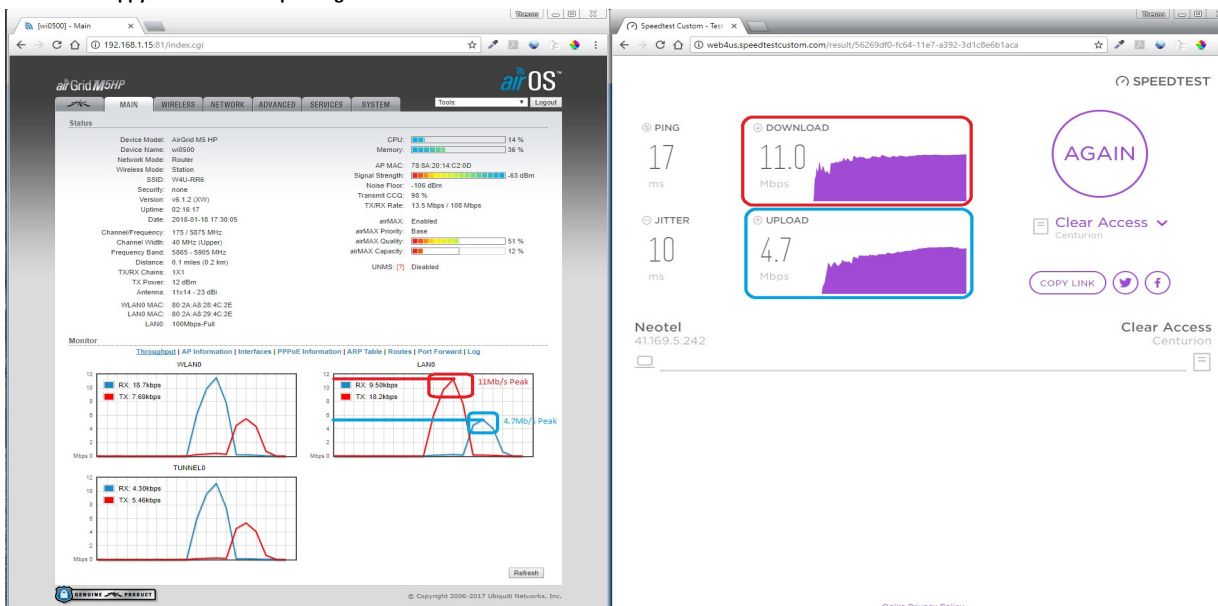


Next step is to run a Speedtest from our website - See the Speedtest Tab at the top of our website - Click on it and the Speedtest page will open as shown below.



7 Now run your speed test as shown below.

When the Speedtest has finished, make a screen-print of the page and upload it to our ticket system if you are unsure of what the results mean. We will be happy to assist with explaining what the results are.



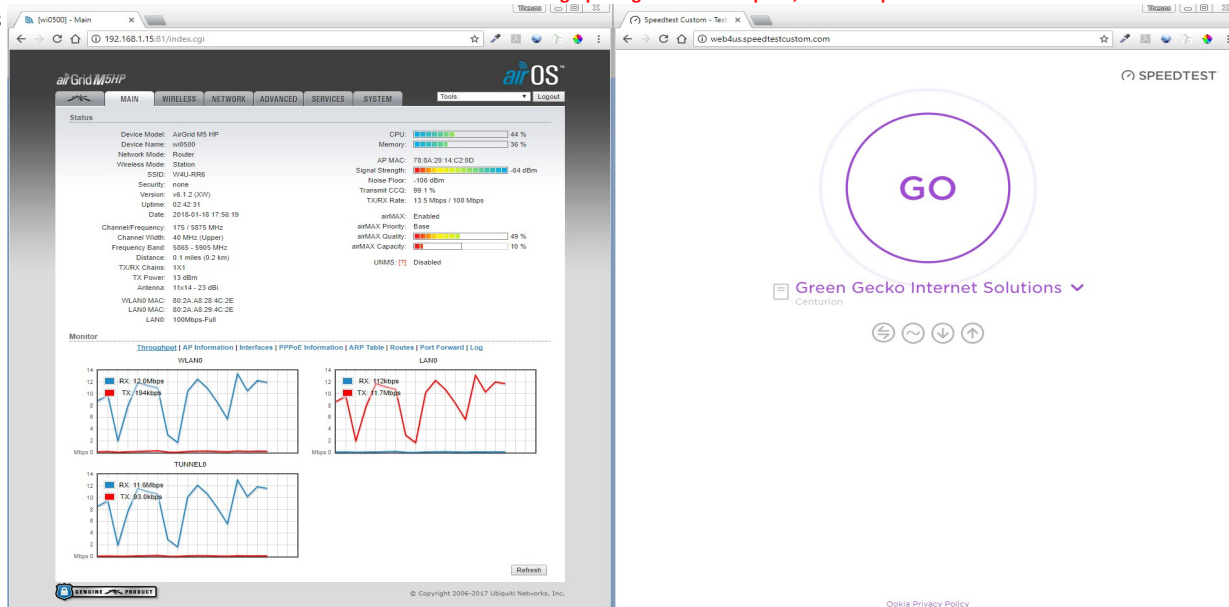
*** If you look at my speedtest, you will see I got 11Mb/s download speed, and 4.7Mb/s upload speed.**

Now, have a look below what happens when I run the speedtest while another device on my network or even my own device uses the internet while I'm busy with the speedtest.

You can see from the Graph "LAN0" that something is using the internet before I begin the speedtest, thus my speedtest will NOT be accurate.

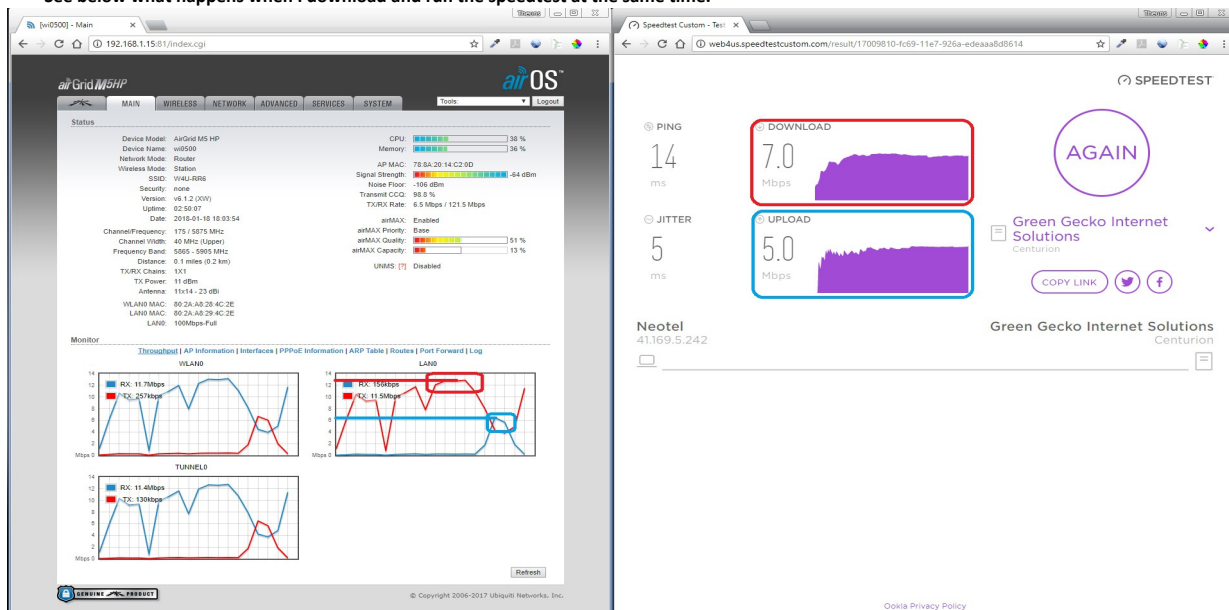
I will now have to look at the graph to get the actual speed, NOT the speedtest result.

8



*** Above image shows the download running - I have not yet started the speedtest.

*** See below what happens when I download and run the speedtest at the same time.



*** I only got 7Mb/s through the speedtest, but I actually maxed my connection @ 12Mb/s as can be seen on the graph above on the left.