

Tip #1 – Verify Your Network Speed Just Like a Firefly Tech!

Summary: Get accurate speed test results for your home, using the same process as Firefly techs.

Step 1

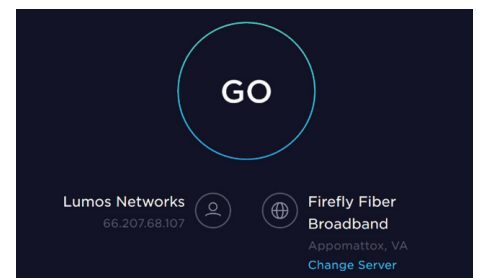
- Connect an Ethernet cable (Cat6) from the Gigacenter yellow Ethernet ports to a laptop or desktop computer that you wish to use for the test.
- Disconnect any other wired devices from Gigacenter’s yellow Ethernet ports, so that the test computer is the only device connected.

Step 2

- Turn off the WiFi connection of ALL wireless devices in your home.
- For accurate results, you must make sure that the Firefly bandwidth provisioned for your entire home is 100% available for your test computer. If you do not, you will not get accurate speed test results.

Step3

- Open the web browser and enter www.speedtest.net
- Click the blue text that reads, “Change Server”
- Select the test server named, “Appomattox VA – Firefly Fiber Broadband”.
- Once the correct server is shown, as on the screen below, click “Go”
- Speedtest.net will report your test results for Ping, Download, and Upload speeds.



Step 4

- Light customers should see Download and Upload results that range from 90 Mbps – 105 Mbps.
- Flash customers should see Download and Upload results that range from 980 Mbps – 1010 Mbps.
- If your results do not fall within these acceptable ranges, please contact Firefly customer support.