INTERNET ACCESS
BEST PRACTICES
for Learning at Home

BEFORE YOU START

• MIND YOUR NETWORK HEALTH Computer viruses and malware can slow down your Internet – be sure to install free Cox Security Suite.
• CHECK YOUR PASSWORD Ensure your network password is protected so only your family is using it.
• CHECK SECURITY CAMERA video quality – lower quality uses less bandwidth.
• CHECK DATA USAGE AND DEVICES with your Cox app and www.cox.com/mywifi
• MAKE A PLAN WITH YOUR FAMILY about who/when for video conferencing, streaming, etc.

ELIMINATE WIFI OBSTACLES

• DISTANCE Cozy up to your WiFi Router or bring it closer to you.
• OBSTACLES Windows/TVs, metal furniture/floors, fish tanks, metallic blinds and mirrors between you and your wireless router impact WiFi performance.
• COMPETITION Some household devices compete with 2.4/5.0 GHz band – microwaves, baby monitors, cordless phones, smart appliances, etc. Dual Band Wireless Routers are a good idea.

AS YOU LEARN

• VIDEO Use video sparingly, turn off video when you aren't speaking, use a static image vs. video when possible.
• CLOSE UNUSED BROWSERS Close any browser tabs you aren't using as these keep pulling data even if you're not looking at it.
• STOP STREAMING Don't watch streaming services in the home while trying to learn at home. (Netflix, Hulu, etc.)

CONSIDER NO VIDEO CALLS

• PRIVACY Some students may feel shy or not be comfortable showing their home space to their peers.
• SAFETY If you have cyber bullying or other privacy concerns with your child being on camera, consider using a school photo, bitmoji or other Avatar as a profile image instead of a live feed.
• EQUITY Some families have both parents and multiple students all working/learning at home and may not have the bandwidth, stable Internet or video capabilities.

COX. More Tips for a better experience can be found here!

Cox continues to upgrade and improve the network which may result in a brief, planned disruption of Internet services in some neighborhoods. To help you plan for this, you will be notified well in advance for these planned upgrades.