

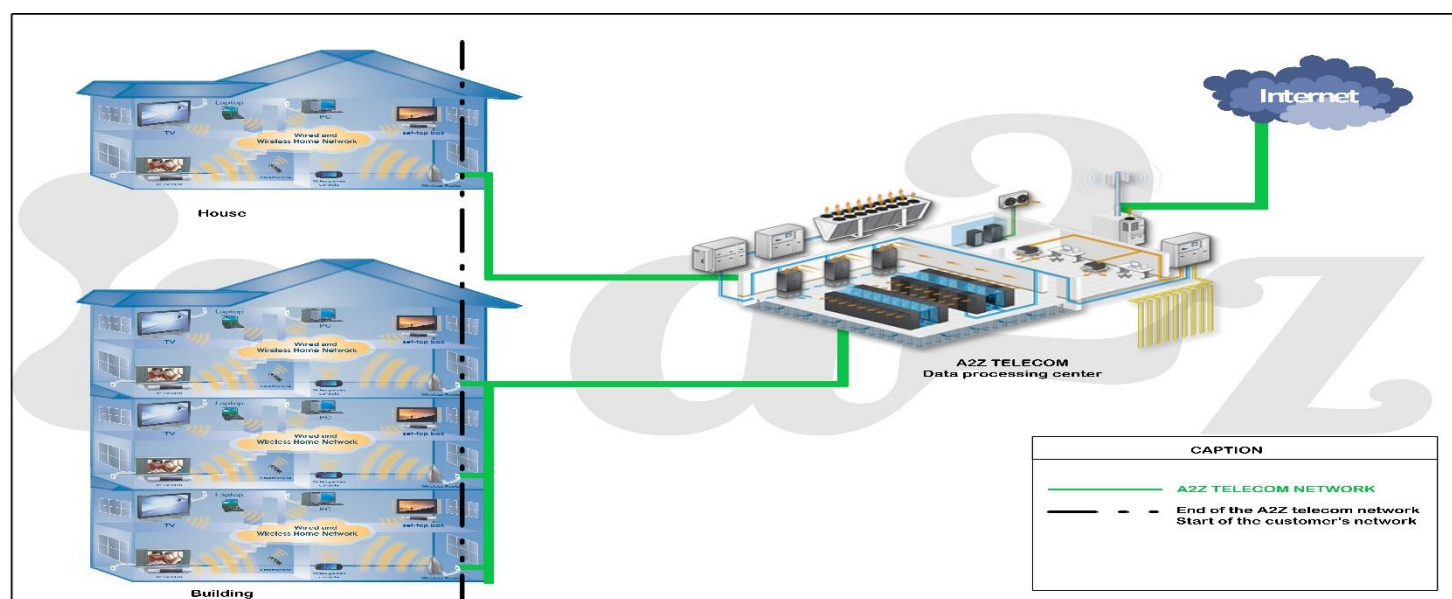
## **Hacienda Riquelme Golf Resort**

### **How to get the most from your A2Z internet connection**

## How to get the most from your A2Z internet connection

### Introduction

Our internet signal is transmitted from La Torre in radio waves and received at the Hacienda Riquelme receiving station at the top of the hill. From there it is sent by fibre optic cable to each building. From your building it is sent by copper cable to your apartment. A2Z offer an option to upgrade to a fibre connection to your apartment (see latest offers).



### Minimum requirements

Below is a list of the minimum requirements of various commonly used internet-based functions per device.

#### Watching movies and streaming TV

Service	Non HD	HD 720p	HD 1080p	Ultra HD
Amazon Prime	0.9 Mbps	3.5 Mbps	8 Mbps	25 Mbps
BBC iPlayer	1.5 Mbps	2.8 Mbps	8 Mbps	Not available
Netflix	3 Mbps	5 Mbps	8 Mbps	25 Mbps
YouTube	2.5 Mbps	4 Mbps	8 Mbps	15 Mbps

<https://www.broadbandchoices.co.uk/how-to/how-to-stop-buffering-on-netflix-iplayer-and-more>

#### Music

Service	Normal quality
Amazon Music Unlimited	0.5 Mbps
Apple Music (iTunes)	0.256 Mbps
Google Play Music	0.320 Mbps
Spotify (Mobile)	0.96 Mbps
Spotify (Desktop)	0.160 Mbps

#### Gaming

Service	Minimum download speed
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Nintendo Switch	3 Mbps
Nintendo Wii U	1.5 Mbps
PC/Mac	3-6 Mbps
PlayStation 4	3 Mbps
Xbox One	3 Mbps

As you can see, today's popular Internet based programmes can use a lot of bandwidth. If you have multiple devices attached (which most of us have) then the required bandwidth is high. Remember that if you have phones, PCs and tablets switched on they are all using your available bandwidth in the background without you noticing. Streaming devices in standby mode are still using your bandwidth.

A2Z currently supply 10 Mbps download and 1 Mbps upload speeds to all apartments as part of the Resort fees but as you can see it can quickly be used up. If you are using near the maximum, the internet connection will start to queue internet requests which will result in buffering (that annoying circle) when trying to watch catch up TV!

A2Z offer various packages which can increase your internet speed. Tests have shown that a higher bandwidth improves the catchup services.

It is also worth noting that while A2Z provide a modem with WI-FI to all connected apartments there are lots of things that can affect the signal which will reduce the bandwidth available throughout the apartment. This can be minimized by using WI-FI repeaters in low signal areas to boost the signal. These are not supplied as part of the package but can be purchased for around 25 euros at places like Media Markt and Worten.

### **Below are a few tips for popular services**

#### **E-mail and navigation**

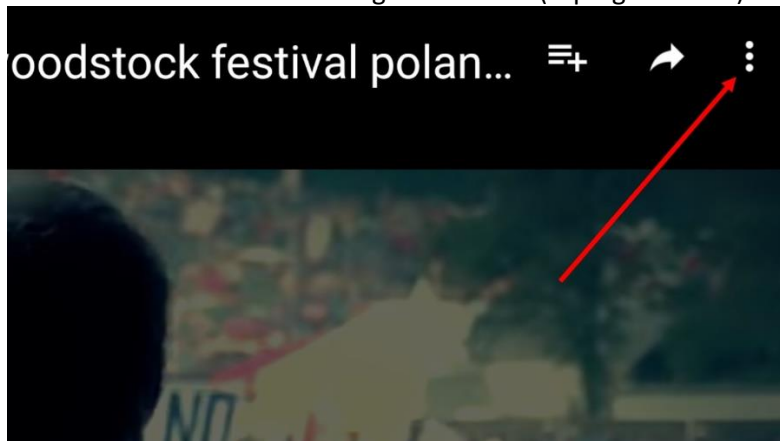
You can navigate and check your e-mail considering these tips: A newspaper website with images and text on it may take up to 5-7 seconds to load completely. Send/receive e-mails are almost immediate unless it is a while since the last update, in this case it'll take a few more seconds to load

#### **Video hosting platforms (YouTube/Vimeo etc.)**

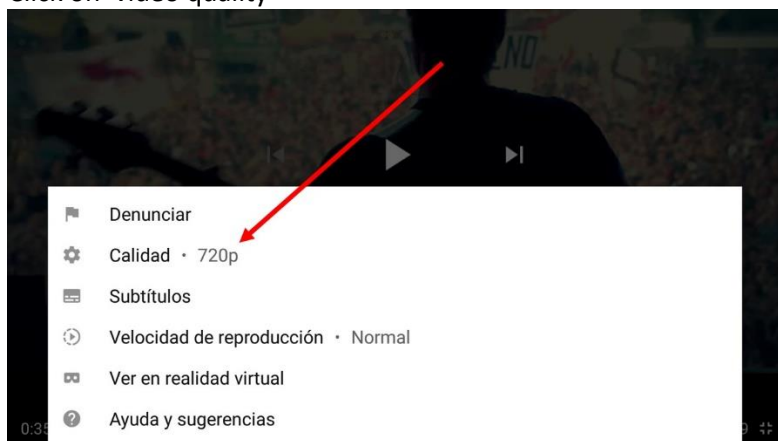
You can get access to your favourite video platform, but the video quality makes a big difference to the bandwidth requirements. You can play videos without breaking up but only 480p resolution or fewer, for HD video higher broadband is recommended (at least 10 Mbps).

Switch video quality in YouTube:

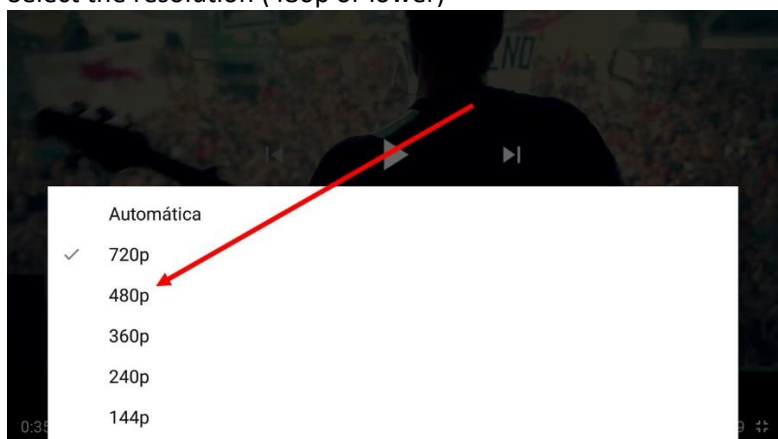
1. Click on the three dots icon to get the menu (top right corner)



2. Click on 'video quality'



3. Select the resolution (480p or lower)



**Social media (Facebook/Instagram etc.)**

For uploading files, the 10 Mbps download speed is not used, the upload speed is (1 Mbps) so the transfer rate is lower. The approximate upload time for a picture to social media is about 30-50 seconds. A 30 seconds video clip may take up to 3-4 minutes to get uploaded. You need to keep in mind that Internet is a 2-way service and if the upload is busy it affects the whole internet service (download and upload) and the rest of the devices connected

**Calls and videocalls (Facetime/Skype etc.)**

The bandwidth required for a regular call is about 1 Mbps. You can also make videocalls but only in low definition (select 'low definition' on Skype). For HD videocalls, at least 10 Mbps is required

Select video quality on Skype:

1. Open Skype and click on Menu (top left corner button) and click on 'Configuration' then go to 'calls and videocalls' section and click on 'video quality'

## < Configuración

### Llamadas y videollamadas

Contestar automáticamente ☐

Mostrar las videollamadas en s.. ☒

Información técnica  
Mostrar información técnica de la llamada ☐

### Calidad de video

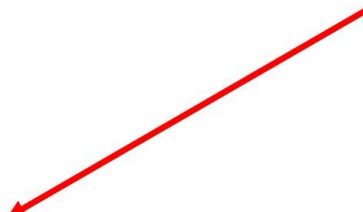
Alta

2. Switch video quality to 'Low' (the option below)

## Calidad de video

☒ Alta

☐ Baja



### Gaming

For optimal gaming experience at least 10 Mbps download speed is required.

## **How to get the most from your A2Z internet connection**

Are web pages taking longer to load than they used to? Are your download speeds not matching the speed you should be getting? There are a lot of factors involved when it comes to your internet connection. Luckily there's a lot you can do to try to improve your performance, and you could see improvements in just a few minutes.

### **Run a speed test**

Check to see what kind of speeds you are getting. The test may give you different results between each test. This is due to the number of people sharing your connection. Take multiple tests and find the average speed you are getting.

### **Compare your results against what you should be receiving**

Check what speeds you should be getting. The basic contracted speed is 10 Mbps download and 1 Mbps upload. Keep in mind that the speeds advertised by A2Z are "best case" speeds and you may not be able to get that number if using Wi-Fi. If you do require a faster internet service, A2Z offer speeds of up to 300 Mbps download and 300 Mbps upload. Contact A2Z for special prices for HRGR owners.

Be aware of the megabyte/megabit difference. Internet Service Providers (ISPs) advertise in megabits, not megabytes. There are 8 megabits (Mb) in a megabyte (MB). Our basic contract is for 10 Mbps, that's just over 1.25 megabytes per second (MBps) of actual maximum transfer speed.

### **Reset your modem**

Resetting your modem and router (that is, turn them off and on again) can help alleviate some network issues by cleaning up old data and re-provisioning your modem configuration from your internet service provider. If necessary, your modem will automatically download firmware updates from the ISP.

### **Check for sources of interference**

If you are using a wireless router, some devices can affect your connection due to interference. Wireless routers come in multiple varieties; 802.11 b, g, and n (2.4 GHz) or 802.11 a (5.8 GHz). Common devices that can interfere with your wireless connection are microwaves and mobile phones, many of which operate in the 2.4 GHz range. In order to minimize interference, turn off data on your phone and move your microwave oven away from wireless devices and your router when you're using the connection.

### **Turn off Apps and Bandwidth-Hogging Plugins**

If your hardware seems to be in working order, see if any other programmes are hogging the connection. For example, if you're using services like Netflix, downloading files with BitTorrent, regular web browsing is going to be slower. You should also try installing extensions like [AdBlock Plus](#) or [FlashBlock](#), which will block some of the bandwidth-hogging ads, animations, and videos that can use up your connection. File-syncing services like Google Drive, Dropbox, or OneDrive might be moving data in the background, which can eat up your bandwidth and slow down your internet connection. Quit or pause those applications if you find them moving files. Computers often download necessary updates in the background, while you're doing something less web-intensive. Schedule installation when you're not using your computer, either in the middle of the night or when you're out. These fixes probably won't solve all your issues, but they can at least help make your connection feel more usable.

### **Call A2Z your internet service provider**

If you've gone through all the necessary troubleshooting steps and your internet is still slow, then it's time to call A2Z and see if the problem is on their end. Remember: don't just assume they've done something wrong and treat your customer service representative with respect. You're much more likely to get good results.

Sometimes you just have bad service that can only be fixed on A2Z's end. They can usually tell if your connection is substandard without having a technician come to your apartment by reading signal levels off your modem. If necessary, they will send a technician out to your apartment or to the resort to check their infrastructure. If the problem is on your end, you might be charged a fee for the visit, so it's important to try troubleshooting over the phone or internet first.

Tel: +34 968 012 099

Tel: (From HRGR) Extension 12724

Email: [info@a2ztelecom.es](mailto:info@a2ztelecom.es)

### **Check all the devices on your network**

If someone else on your network is downloading a lot of media from the internet, such as watching streaming videos or downloading large files, it is probably using a significant percentage of your bandwidth. If you're familiar with your router's web interface, you may be able to find QoS (Quality of Service) settings to prioritize traffic from certain IPs or service and limit the throughput for others. Otherwise, ask them to keep their downloading habits to a minimum.

### **Relocate your wireless router or computer**

If you are connected to the internet via a Wi-Fi router, poor signal can lead to lower speeds and dropped connections. Move your router closer to your computer if possible, or move the computer so that it is closer to the router or keep the router on top of a cupboard to transmit better signal. Clean out the dust from your router and modem once in a while using a can of compressed air. This will help keep the unit from overheating and consequently, improve its stability. Maintain proper ventilation around all electrical components to avoid overheating.

## **Optimising your computer and network**

### **Run virus scans at least once a week**

Viruses can eat up your computer's resources and reduce your connection speed in addition to putting your information and identity at risk. Keeping your computer virus-free will go a long way towards speeding up your connection. You should always have an antivirus programme installed and active, especially if you are using the internet. Antivirus programmes can be installed for free. You should only have one antivirus installed at a time (otherwise they would conflict with each other).

### **Run malware and adware scans on a regular basis**

Most antivirus programmes will not scan for adware and spyware. These are potentially dangerous programmes and can greatly reduce the speed of your connection as they constantly connect to other servers. Removing these can be difficult, but there are a variety of programmes that are specifically designed to target and remove invasive programmes. Unlike antivirus programmes, you can and should have multiple different anti-malware programmes installed.

### **Remove excess toolbars**

If you've installed a lot of toolbars for your browser, these can significantly slow down your connection. Removing these toolbars can help speed up your browser and can also help protect your private information. Some toolbars can be difficult to remove, and you may need to use one of the antimalware programmes listed in the previous step.

### **Change browsers**

If your old browser is infested with hard-to-remove toolbars and everything just seems to be running slow, you may want to consider switching to a new browser. Microsoft Edge, Chrome, and Opera are all considered significantly faster than Internet Explorer and Firefox.

### **Clean up your hard disk**

A poorly optimized hard disk can drag down your computer's speed; affecting everything you do, including browsing the web. Keeping your hard drive optimized only takes a few minutes and can significantly improve your browsing experience. Make sure that your disk is regularly defragmented. Most modern versions of Windows automate this for you. Run Disk Cleanup to flush out temporary files which could be slowing down your browser. Try to keep at least 15% of your hard disk free. If your hard drive gets too full, programmes will take longer to load and make changes, which can drastically slow down your browser.

### **Optimize your cache**

Web browsers store data from websites that you visit to make visiting them again quicker in the future. If your cache gets too large though, it can negatively affect your performance.

### **Change your Wi-Fi channel**

If many people in your building are using the same channel, then you could notice a major slowdown in your Internet speed. Use a programme such as inSSIDer for PC and KisMAC or Wi-Fi Scanner for Mac to scan for channels that aren't as populated. Switching to one of these channels will reduce interference and possibly increase your speed. If you see a more open channel, then switch channels to increase Internet speed. You'll need to consult your router's documentation or look up the support site for your individual router to find out how to do access the router and change the wireless channel.

### **Upgrade your router firmware**

Check the manufacturer's web site for firmware downloads for your router. Compare this with your version, and upgrade if necessary. Most routers will automatically check for firmware updates when you open their configuration pages.

### **Upgrade your router**

If your router is old, chances are it can barely keep up with modern web traffic. Old wireless routers will also have weak antennae, which can leave your devices without a solid connection to the network. All this combined can lead to sub-optimal speeds when browsing the web. Look for routers from trusted companies such as Netgear, D-Link, Cisco, and Belkin. Make sure that the included antennae are strong enough to reach everywhere that you need. If you are covering a large area with your wireless network, you may need to install a repeater. This will rebroadcast your wireless signal in another area of your home or office, and greatly increases the range of your wireless network.

### **Replace your old cable modem**

Any solid-state electronics will degrade over time due to accumulated heat damage. Your broadband modem will have a harder and harder time 'concentrating' on maintaining a good connection as it gets older (signal to noise ratios will go down, and the number of resend requests for the same packet will go up).

### **Try to use Ethernet instead of Wi-Fi**

If you can, try to hardwire as many of your connected devices as possible. This will lead to higher speeds for those devices, as well as less interference for your remaining wireless devices, such as tablets and phones.