

You will need to make sure your mobile device is connected to a 2.4GHz network and not a 5GHz network. If you do not know the difference, do not worry, the information below will help you figure out what network type your device is connected to.

Some quick notes, all Wi-Fi routers have a 2.4GHz network. Older Wi-Fi routers will only have a 2.4GHz network, and newer Wi-Fi routers may have both 2.4GHz and 5GHz.

Simplest way to differentiate between 2.4GHz and 5GHz

The easiest method to figure out if your mobile device is connected to a 2.4GHz, or a 5GHz network is to look at the network names in your mobile devices Wi-Fi settings.

If you only see one network name for a network you own, then it is most like 2.4GHz

The image below shows one network for this user.



Wi-Fi



On



Android_23
Connected



SmenZone



DIRECT-ce-HP M477 LaserJet



Kirl Wifi



myqwest3579

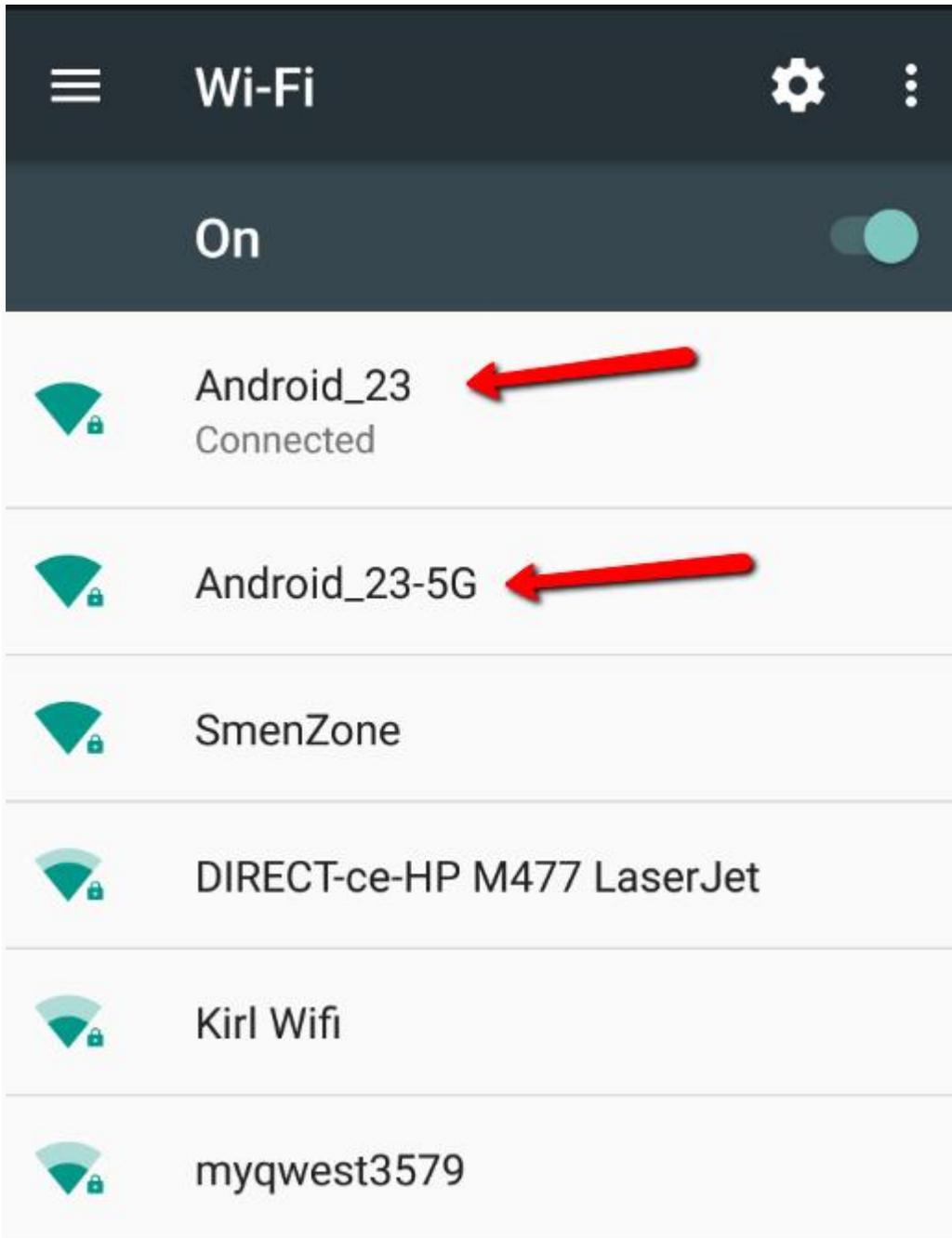


DIRECT-37-HP OfficeJet 3830

If you see two network names for networks you own, then one is most likely 2.4GHz and the other is 5GHz.

A 5GHz network usually has 5G or 5 appended to the end of the network name.

The image below shows two networks for this user. You will notice the 5GHz network has 5G appended to the end of the network name.



If you have a Guest network, or your networks are name differently.

If your router broadcasts a Guest network, or your network names are name differently, you may need to log in to your Wi-Fi router to see which network name is associated 2.4GHz, or 5GHz.

How to log in to your Wi-Fi router?

Unfortunately there is not a one size fits all log in option when it comes to Wi-Fi routers, because there are so many different makes and models.

The easiest method is to reach out to your ISP (internet service provider) and ask them for assistance.

You can also do a web search for your routers make and model, and locate log in instructions that way.