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Want to ensure optimal connectivity and performance? Use the Google Home app to evaluate download and upload speeds for Nest Wifi Pro, Nest Wifi, or Google Wifi networks. Follow the steps to improve your mesh connection, increase your internet speeds, and make your internet more consistent throughout your home. Test your internet speed

Check your internet speed Open the Google Home app . Tap Favorites Wifi Network performance Run speed test. Note: To view your previous speed test results, swipe to the bottom. What do the results mean? The internet speed test measures the download and upload speeds from your router or primary Wifi point. Download speed Download speed represents how quickly your network can receive data from internet servers in a certain amount of time. Download speed is measured in megabits-per-second (Mbps). This is what we usually think of when we hear "internet speed." If you have a faster connection, you'll be able to receive more data in a shorter amount of time. For example, fast download speeds mean smooth video streaming, smooth online gaming, and fast web browsing. Note: Your download speed is determined by the plan you have purchased from your Internet Service Provider (ISP.) Some plans are limited to 10 Mbps, while others can go all the way up to 1000 Mbps. Some devices like mobile phones won't have speeds as fast as computers. The model or version of the device also affects speed. Megabits Per Second (Mbps) Rating What you can do 100 Mbps and up Blazing fast Stream 4K videos on multiple devices, play online games with your friends, or have a video call— all at the same time. 50 Mbps and up Lightning fast Stream 4K video, video call, and online games on multiple devices at the same time. 25 Mbps and up Pretty snappy Reliably stream HD videos on multiple devices at the same time. 13 Mbps and up Good Stream a few HD videos at once. Decent for a crowded home, but best for small households. 7 Mbps and up Ok Stream one HD video. If multiple devices are streaming videos at the same time, some videos might start to buffer. 3 Mbps and up A little slow Stream a standard definition video on one device. Under 3 Mbps Not so great Web browsing should be fine, but videos may load slowly. Try to run a speed test again. Slow results can be due to congestion on your ISP's network or on the internet, which are most crowded during peak hours like dinnertime. When networks get crowded, data gets slowed down. Turn off Priority device. Priority device reserves bandwidth for the prioritized device and will result in slower network check results. Perform a mesh test and check if there are issues with your network. Check with your ISP if there are any outages or issues with their internet service. To calculate your download speed, the Google Home app measures how much data your router or primary Wifi point can send and receive from Google's servers in a given amount of time. We believe that testing speed against a popular server such as YouTube instead of the closest one provides a truer measure of normal, everyday internet use. For example, if your download speed is 45 Mbps, that means: 45 megabits of data can be transferred in one second from YouTube's servers to your home. Note: Any speed test is just a snapshot of your download speed, which depends on when and where you use the internet. You might not have the same speed for everything you do online. Your network's bandwidth could be throttled. Bandwidth throttling is an intentional limitation sometimes employed by ISPs to limit the download speed on a network to regulate network traffic and try to manage network congestion. If YouTube traffic is regulated, it can impact Google Home app speed test results. Network congestion is a factor. Depending on what you're doing, when you're doing it and what other people on the internet are doing, your download speed could potentially be higher or lower than your speed results. Upload speed This measures how fast your network can send data to a server. Upload speed is important for online gaming, video or voice calls, and uploading large files like videos to YouTube or backing up photos. Upload speed is measured in Mbps. Overall performance also depends on internet speed You can have the best router in the world, but if the internet connection provided by your ISP is slow, you'll still have slow performance. Most online speed tests check for speeds between your personal devices and a server. But these results will vary depending on two factors: Your location The location of the server Some tests automatically select the closest server to you, while others let you select from a list of several servers. Either way, one thing's for sure: distance matters. Test against a server that's close to you and the results will be faster. Test against a farther server and they'll be slower. This variability can lead to results that aren't always representative of the speeds you'll experience in everyday use. Google measures the speed between your Wifi point(s) and Google's servers. We believe that testing speed against popular servers such as YouTube's servers provides a truer measure for normal, everyday internet use. Multiple factors can go into speed tests when run on a router: Network congestion: High data usage at a given time can limit network speeds. Congestion can happen to your Wi-Fi network when multiple devices are actively using the internet and can also happen to ISPs when a certain area receives limited network speed due to heavy usage of the internet by everyone at the same time. Bandwidth throttling: Sometimes ISPs intentionally throttle networks at certain times of the day to regulate network traffic and minimize congestion. Related articles Test mesh connection between Wifi points Improve your Nest Wifi or Google Wifi speed Troubleshoot slow internet on Google Nest Wifi or Google Wifi If Gmail is slow or isn't loading correctly in your browser, you may need to check your browser, internet connection, or device for issues. Before you start to check the status of Gmail, open the Google Workspace Status Dashboard. Fix issues with Gmail not loading Check your browser Use a supported browser. Most browsers support Gmail. If you have trouble using your browser with Gmail: Update your browser version to the latest version. Try another browser. Check your browser extensions or applications. Some extensions or add-ons on your browser or applications on your computer may cause Gmail to not work. Turn off extensions and uninstall applications one by one. Then, open Gmail again to check if that solves the problem. If available, try using your browser's incognito or private browsing mode. Clear your browser's cache and cookies, then open Gmail again. Check your internet connection Restart your device. Turn off your Wi-Fi or mobile data connection, then turn it back on again. Tip: For Wi-Fi, if Gmail still does not load, restart your router. Check your router's manual for instructions on how to restart it. Connect to another network. If you still have connectivity issues after you complete these steps, contact your service provider or your Wi-Fi network host. Try another device Gmail may not load in browsers on older devices. Try using another device to check if Gmail loads correctly. Related resources Post to the help community Get answers from community members Si vous ne parvenez pas à accéder à Internet sur votre appareil Android via une application ou un site Web, suivez ces étapes de dépannage. Identifier une connexion de mauvaise qualité Les téléchargements ne démarrent pas, arrivent à expiration ou restent bloqués à 0 %. Google Play est bloqué sur "Chargement en cours". Vous ne parvenez pas à charger des pages Web dans un navigateur. Conseils généraux concernant la résolution de problèmes avec les appareils Android Redémarrez votre appareil. Cette solution peut vous paraître simple, mais elle suffit parfois à résoudre les problèmes de connexion. Si ce n'est pas suffisant, alternez le Wi-Fi et les données mobiles : Ouvrez l'Application Paramètres et appuyez sur Réseau et Internet ou Connexions. Ces options varient selon l'appareil. Désactivez le Wi-Fi et activez les données mobiles, puis vérifiez si la connexion est meilleure. Si ce n'est pas le cas, désactivez les données mobiles et activez le Wi-Fi, puis vérifiez à nouveau. Suivez les étapes de dépannage ci-dessous. Résooudre les problèmes liés aux données mobiles Ouvrez l'application Paramètres et appuyez sur Réseau et Internet ou Connexions Données mobiles ou Données cellulaires. Sur certains appareils, vous devrez peut-être sélectionner Consommation des données au préalable. Activez les options Données mobiles ou Données cellulaires. Si celles-ci sont déjà activées, désactivez-les, puis réactivez-les. Vérifiez si un indicateur de données (2G, 3G, 4G ou H, par exemple) s'affiche à côté des barres d'intensité du signal en haut de l'écran. Ce message peut ne pas s'afficher si vous disposez d'une connexion Wi-Fi active. Si c'est le cas, désactivez le Wi-Fi, puis vérifiez. Si aucun indicateur de données du signal ne s'affiche, il est possible que vous vous trouviez dans une zone non couverte par le réseau. Si vous en avez la possibilité, essayez de vous déplacer vers une autre zone (en allant dehors, par exemple) et examinez de nouveau le signal. Remarque : Si ce problème se reproduit souvent, adressez-vous à votre opérateur mobile. Activer et désactiver le mode Avion Ouvrez l'application Paramètres et appuyez sur Réseau et Internet ou Connexions Mode Avion. Ces options varient selon l'appareil. Activez le mode Avion. Patientez 10 secondes. Désactivez le mode Avion. Vérifiez si les problèmes de connexion ont été résolus. Si, après avoir suivi ces étapes de dépannage, vous rencontrez toujours des difficultés à vous connecter, contactez votre opérateur mobile. Résooudre les problèmes liés au Wi-Fi Ouvrez l'application Paramètres, puis appuyez sur Réseau et Internet ou Connexions Wi-Fi. Ces options varient selon l'appareil. Activez le Wi-Fi. Recherchez l'indicateur de connexion Wi-Fi en haut de l'écran . Si aucun indicateur ne s'affiche ou si aucune barre de l'indicateur n'est active, il est possible que vous vous trouviez en dehors de la portée du réseau Wi-Fi. Rapprochez-vous du routeur, vérifiez si la connexion Wi-Fi est meilleure, puis réessayez. Si vous êtes connecté à un réseau Wi-Fi domestique, consultez le manuel d'utilisation de votre routeur pour connaître la procédure de réinitialisation. Dans la plupart des cas, vous pouvez procéder comme suit : Débranchez le routeur de la prise secteur et assurez-vous que les indicateurs lumineux du routeur s'éteignent. Patientez 30 secondes. Branchez de nouveau le routeur et patientez 30 secondes afin que tous les indicateurs lumineux soient allumés. Si, après avoir suivi ces étapes, vous ne pouvez toujours pas accéder à Internet ou à l'hôte du réseau Wi-Fi. Comment pouvons-nous l'améliorer ? If you can't access the Internet on your Android device, either through an app or a website, try these troubleshooting steps. Signs of a bad connection Downloads don't start, time out, or remain at 0%. Google Play is stuck on "Loading..." You can't load web pages in a browser. General troubleshooting tips for Android devices Restart your device. It might sound simple, but sometimes that's all it takes to fix a bad connection. If restarting doesn't work, switch between Wi-Fi and mobile data: Open your Settings app and tap Network & internet or Connections. Depending on your device, these options may be different. Turn Wi-Fi off and mobile data on, and check if there's a difference. If not, turn mobile data off and Wi-Fi on and check again. Try the troubleshooting steps below. Fix mobile data problems Open your Settings app and tap Network & internet or Connections Mobile data or Cellular data. On some devices, you may need to select Data usage before you find this. Turn Mobile data or Cellular data on. If it's already on, turn it off and on again. Check that there is a data indicator, like 2G, 3G, 4G, or H, next to the signal strength bars at the top of the screen . Sometimes this won't display if you have an active Wi-Fi connection. If this is the case, turn Wi-Fi off and check again. If you don't get a signal data indicator, you may be in an area without coverage. If you can, move to a different area, or go outside, and check your signal again. Tip: If this happens a lot, contact your mobile service provider. Turn airplane mode on & off Open your Settings app and tap Network & internet or Connections Airplane Mode. Depending on your device, these options may be different. Turn Airplane mode on. Wait for 10 seconds. Turn Airplane mode off. Check if the connection problems have been solved. If you still have problems after you complete these steps, contact your mobile service provider. Fix Wi-Fi problems Open your Settings app and tap Network & Internet or Connections Wi-Fi. Depending on your device, these options may be different. Turn Wi-Fi on. Find the Wi-Fi connection indicator at the top of your screen . If this isn't displayed, or none of the bars are filled in, you may be out of range of a Wi-Fi network. Move closer to the router, check if you have a stronger Wi-Fi connection, and try again. If you are connecting to Wi-Fi at home, check your router's manual for instructions on how to reset it. Often you can: Unplug the router from the electrical outlet and make sure the lights on the router go out. Wait 30 seconds. Plug the router back in and wait 30 seconds for all the lights to come back on. If you still have connectivity issues after you complete these steps, contact your internet service provider or the host of the Wi-Fi network. Post to the help community Get answers from community members You can use your phone's mobile data to connect another phone, tablet, or computer to the internet. Sharing a connection this way is called tethering or using a hotspot. Some phones can share Wi-Fi connection by tethering. Most Android phones can share mobile data by Wi-Fi, Bluetooth, or USB. Important: Some mobile carriers limit or charge extra for tethering. We recommend checking with your carrier. Turn on your hotspot Swipe down from the top of the screen. Tap Hotspot . If you don't find Hotspot , at the bottom left, tap Edit and drag Hotspot into your Quick Settings. Connect another device to your phone's hotspot On the other device, open that device's list of Wi-Fi options. Pick your phone's hotspot name. Enter your phone's hotspot password. Click Connect. If you don't want your hotspot to require a password: Swipe down from the top of the screen. Touch and hold Hotspot . Under "Security," tap None. Tip: You can share your phone's mobile data with up to 10 other devices via a Wi-Fi hotspot. Choose how to tether Tether by Wi-Fi Swipe down from the top of the screen. Touch and hold Hotspot . Turn on Wi-Fi hotspot. Tip: To find or change your hotspot name or password, tap it. You may need to first tap Set up Wi-Fi hotspot. Tether by Bluetooth Pair your phone with the other device. Set up the other device's network connection with Bluetooth. On your phone, swipe down from the top of the screen. Touch and hold Hotspot . Turn on Bluetooth tethering. Tether by USB cable tethering. Important: Mac computers can't tether with Android by USB. Connect your phone to the other device with a USB cable. A notification shows at the top of the screen. On your phone, swipe down from the top of the screen. Touch and hold Hotspot . Turn on USB tethering. Extend battery life while tethering Plug in your devices while tethering. Turn off tethering connections when you're done with them. If your phone can turn off your hotspot for you when no devices are connected, turn on that setting. Post to the help community Get answers from community members To unlock helpful features, you can choose to share data between your Google Account and third-party apps and services. Important: Third parties are companies or developers that aren't Google. Only share your data with third parties that you trust. Google doesn't set up connections without your permission. Learn about third-party connections To review all your current third-party connections: Visit your Google Account's third-party connections page. Find the app or service in the list. Select the app or service whose connections you want to review. Tip: If you select a third-party app or service that has a saved password in Google Password Manager, the page displays a link. Learn how to save, manage, and protect your passwords. Manage third-party connections Sign in with Google To use your Google Account to sign in to third-party apps and services, use Sign in with Google. You can sign in across different platforms and browsers without the need to create a new password. Review & manage these connections To stop using Sign in with Google for an app or service: Important: If you delete this connection, Google stops automatic sign-in to the app or service. This doesn't delete the third-party app or service. Go to your Google Account's third-party connections page. Select Sign in with Google. Select the third-party app or service whose connection you want to remove See details. Tip: If you have more than one connection type with that app or service, your Sign in with Google connection appears under "How Google helps you sign in to {app name}." Select Stop using Sign in with Google Confirm. Learn more about Sign in with Google. Learn how Sign in with Google helps you share data safely. Link your Google Account You can link your Google Account with your third-party app or service to provide improved and personalized experiences. For example, you might link a music streaming service with your Google Account so you can ask the Google Assistant to play a song from that music streaming service. Review & manage these connections Important: If you delete this connection, Google loses access to your third-party app or service account. You won't have access to features that require this connection on any device where you've signed in to your Google Account. To remove Google's access to a third-party app or service: Go to your Google Account's third-party connections page. Select Linked account. Select the third-party app or service whose connection you want to delete. Tip: If you have more than one connection type with that app or service, this connection appears under "Google has some access to your {App name} Account." Next to the third-party account you want to remove, select Delete connection Confirm. Tip: Before you delete the connection, to learn about what kind of info the third party shares with Google, read their privacy policy. Learn more about third-party apps and services that share info with Google. Share access to your Google Account with a third-party You can allow third-party apps and services some access to your Google Account. For example, a fitness app might request access to your Google Calendar to display classes you've signed up for through the app. Important: Before you give a third-party access to your Google Account, read their privacy policy and security disclosures to learn how the third-party app or service uses your data and how they keep it safe. Review & manage these connections To review or remove what a third-party app or service can access: Important: If you remove access, the third-party app or service can't access your Google Account. This may make some features unavailable. Go to your Google Account's third-party connections page. Select Have access to your Google Account. Select the third-party app or service you want to review. To filter for third-party apps and services with specific access to your Google Account, select Access to and choose a Google product or select Other access. Select See details. Tip: If you have more than one connection type with that app or service, this connection appears under "{App name} has some access to your Google Account." Review the access that the third-party app or service has to your Google Account. If you want to remove the app or service's access, select Remove access Confirm. Report a third-party app or service If you think a third-party app or service is misusing your data: Go to your Google Account's third-party connections page. Select Have access to your Google Account. Select the third-party app or service you want to review. Select See details. At the bottom of the page, select Report this app. Fill out the form and select Submit. Learn more about third-party apps and services with access to your Google Account. How Google helps protect your data & personal info Google does not share your Google Account password with any third-party app or service. You can review the type of data that you consented to share from your Google Account to the third-party. You can remove the access a third-party has to your Google Account at any time. Important: If you delete the connection between your Google Account and a third-party app or service, the app or service may keep the data you've already shared with them. To delete data shared with the third-party app or service, visit the website for the app or service for details. Related resources Post to the help community Get answers from community members If your Google Nest camera or doorbell is offline, it can't stream live video or save video to the cloud. Other connection issues might cause the video to pause or skip. These signs might also indicate a connection issue: You get a notification or email that your camera is offline or has disconnected. The app says that your camera is offline, that there's a weak connection, or that the upload speed is too low. Your camera's status light is off. Your camera's video history has gaps when the camera was offline or powered off. Note: If your camera has event video history, gaps when no events were detected are normal. Important: To troubleshoot, you'll need physical access to your camera or doorbell. After each step, wait a few minutes, and then check whether your camera or doorbell still has connection issues. Check whether other devices in your home can connect to Wi-Fi. For example, try to connect to a website with your browser. If you're using a cell phone, turn off cellular data and turn on Wi-Fi before you test the connection. If none of your devices can connect, contact your internet service provider to check the service status in your area and to get help with your connection. For your camera or doorbell to maintain a stable Wi-Fi connection, it needs the required amount of bandwidth to upload video to the cloud. To check your camera's bandwidth requirements, go to Internet bandwidth and speed requirements for Nest cameras. Check whether your internet service plan provides enough bandwidth to support all your cameras. To get enough bandwidth, you might need to change your plan. Use a mobile device to run an internet speed test as close as possible to your camera. If the speed is less than expected, your camera might be out of range of your router, or something might be interfering with the Wi-Fi. To troubleshoot, continue to the next steps. Your camera or doorbell might disconnect when it's slightly out of range of your Wi-Fi. It can also disconnect due to wireless interference from other electronics, large furniture, appliances, walls, and floors. If feasible, move your camera a foot or two away from its original location. Move your Wi-Fi router and camera or doorbell closer to each other. If possible, move objects that might cause wireless interference away from your camera, doorbell, or router. Note: For more help, go to Troubleshoot wireless interference. If one of these steps resolves the issue but you want to move the device back to where it was, you might need to extend your Wi-Fi network's range. Restart your camera or doorbell to refresh its connection. After your camera restarts, wait a few minutes, and then check its video stream. If the live video stream appears, your camera has reconnected. Your camera or doorbell might have connection issues because other devices in your home are using a lot of bandwidth. Your network might not be able to support all your devices, especially when they're running multiple high-bandwidth activities like the following: Video calls and meetings Audio and video streaming Online games To increase available bandwidth, disconnect another device from your Wi-Fi. Depending on the device, you might need to disconnect it in its connection settings or simply unplug it. If you have another Nest camera, you can also turn off its video stream. Wait a few minutes, and then check whether your camera now has a stable Wi-Fi connection. If your camera still has issues, continue to disconnect other devices in your home. Check your camera each time you disconnect a device. To help your camera stay connected when other devices are online, try the following steps: Check that your camera or doorbell is powered on. If your camera is running on battery power, check whether the battery charge is low, and charge it if needed. Cold temperatures can affect your camera's battery life, so you may need to charge it more often. If your camera is plugged into a power source, make sure that the power is switched on at the breaker box. If your home's power is switched on but there's no power outage. In this case, contact your local energy service provider. Plug your camera into a different power outlet and check if it turns on. If your camera works with the new outlet, you might have to move your camera or contact an electrician to fix the outlet. If power is on for your home but your camera doesn't seem to work in any other, the power cable might have an issue. Replace the cable and check whether your camera works. If you've connected your Nest Cam (battery) to the solar panel, it can't charge your camera when temperatures fall below 32°F (0°C). You may need to take your camera indoors and charge it with the included charging cable. Cold weather battery charging behavior in Nest cameras and doorbells Nest doorbells If you have a Nest Doorbell (battery), check whether the battery charge is low, and charge it if needed. Cold temperatures can affect the battery life, so you may need to charge it more often. The battery can't charge when temperatures fall below 32°F (0°C). In cold weather, you may need to bring the battery indoors and charge it with the included charging cable. If your Nest Doorbell (battery) is connected to another power source, it still uses battery power to work. You may need to manually charge the battery in cold weather. If your doorbell is wired to your home's doorbell system or plugged in with a power adapter, check that your home has power and that your doorbell is wired correctly. If your doorbell uses the doorbell wiring to stay powered and is properly connected, check the wire voltage. If it doesn't meet the voltage and power requirements, you might need to upgrade the power transformer. Cold weather battery charging behavior in Nest cameras and doorbells Restart your router, modem, and any Wi-Fi range extenders or repeaters that you have. For instructions, check the user manual or manufacturer's website for each device. Note: Many modems and routers restart if you unplug them, wait 30 seconds, and then plug them back in. After you restart your modem or router, wait until the power and connection lights are steady. The data light might also start flashing. Then, check whether the connection issues are resolved. In order to work, your camera or doorbell needs to be in a place that's within its operating temperatures. If it gets too warm or cold, it might disconnect from Wi-Fi to help protect itself. Also, if it has a battery, temperatures below 32°F (0°C) affect its battery life and charging behavior. If your camera feels unusually warm, unplug it and let it cool down. Plug it back in and check whether it comes back online. Note: If your indoor camera is too warm, make sure it's not in direct sunlight, above a fireplace, or near a vent or another heat source. If it is, you might need to move it to another location to resolve the issue. For more help, go to Nest camera or doorbell gets hot. Your main router sometimes has a better connection than your network extenders. Also, if your camera or doorbell tries to connect to an incompatible extender, it can experience connection issues. If possible, move your network extender closer to your camera or doorbell. If your camera or doorbell still has connection issues, unplug or disable any network extenders. Important: A factory reset permanently deletes your camera's video history and snapshots. Before you start the reset, make sure to save any clips you want to keep. If none of the other troubleshooting steps worked, factory reset your camera or doorbell.

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