

INSTRUCTIONS FOR HOW TO TEST YOUR INTERNET CONNECTION



To join a video meeting successfully, test your bandwidth. There are many tools available online for testing your home network speed. You may have an online app that you prefer or you may use one listed here.

- [Measurement Lab](#)
- [Speedtest by Ookla](#)
- [Fast.com: Internet Speed Test](#)

The app you use should measure Upload Speed and Download Speed. It is also recommended that you use an app which measures Network Latency and Jitter.

Note: NSF does not endorse any of the tools in the list provided.

TESTING INSTRUCTIONS:

- 1 Run the internet speed testing tool of your choice on the network and with the equipment you will use to join your meeting.
- 2 Compare your test results with NSF's recommended performance criteria.
- 3 Refer to the FAQ below to address any issues you discover.

RECOMMENDED VIDEO CONFERENCING PERFORMANCE CRITERIA FOR NSF MEETINGS

CRITERIA	REQUIREMENT	YOUR TEST RESULTS
UPLOAD SPEED	10 MB/second or greater	
DOWNLOAD SPEED	10 MB/second or greater	
NETWORK LATENCY RATE	Below 50 ms	
JITTER RATE	Below 100 ms	

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INTERNET PERFORMANCE FAQ

1. What should I do if my Upload and/or Download Speed is slower than 10 MB/s?

- a. If you are working from home:
 - Try moving closer to your wireless router and test again
 - Connect your computer directly to your router using a wired connection and run the test again
 - If none of these solutions resolve the issue, call your Internet Service Provider (ISP) for support

- b. If you are working from a commercial or academic facility, contact your network administrator

2. What should I do if my Network Latency is above 50 ms and/or my Jitter Rate is above 100 ms?

- Contact your Internet Service Provider (ISP) for troubleshooting support

- Join the meeting using audio only

- Contact technical support for your meeting's video conferencing platform tool if instructed by your ISP

Note: If your problem persists and will impact your ability to participate in your meeting, please let your meeting coordinator know.