



nPerf (short for Network PERformance) is a freely available mobile app which I have found to be the best at testing and diagnosing potential internet stability and interference issues. Follow the instructions below to download and set up the app for a detailed speed and stability test you can run at any time, especially if you are having problems with your **POLEX TV** service.

1. In the App Store, download an app called **nPerf**. It has the same icon logo as the image above.
2. Open your new nPerf app, and say **YES** to allow it to use your location while using the app. Tap 'Ask App Not to Track' for the next question. Then tap **Continue** at the bottom of the screen.
3. Next, you will see the "full test" screen, with a grey speedometer on a green background. Ignore this for now. Instead, select the **MENU** button at the top left of the screen, featuring three horizontal lines. Then choose the blue "spanner" icon at the bottom of the menu that appears. This will take you into the **settings** page.
4. Change the "**select default test on start-up**" option from **FULL** to **SPEED**, and change the "**speed test duration**" from the default of 5 seconds to the maximum of **60 seconds**. Leave all other settings as they are. Next press the **MENU** button and then the **SPEED TEST** option. You are now ready to carry out an internet test, and your settings will stay correct the next time you use the nPerf app.

Tap the centre of the speedometer on the screen, where it says "**test my bitrate**".

The tests will now start to run, which will take just over 2 minutes... 60 seconds for a download test, 60 seconds for an upload test, and 10 ping/latency tests of around a second each. As the tests run, you will see that the app builds graphs towards the bottom of the screen showing **download**, **upload** and **latency** results. You will also see a reading in the latency section called **Jit** (short for Jitter). As a rule of thumb, the flatter and smoother all three of your graphs are, the better and more stable your internet connection. The more 'mountainous' the graphs look, the worse your Internet connection. As a guide, **DOWNLOAD** speeds should be well **ABOVE** 10-15Mb/s, **UPLOAD** speeds (less important) should be above 1Mb/s, **LATENCY** should be **UNDER** 20ms and **JITTER** should be **UNDER** 10ms.

Any problems or questions, please contact us via WhatsApp.

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