

Our network during the coronavirus pandemic

We've seen an increase in internet traffic as people have shifted their work and school activities home in response to coronavirus. Customers may be seeing greater impacts in their neighborhoods at certain times of day.

Our engineers are working to solve the problem, but until they do our customer service team can't offer more information. We know this can be frustrating for our customers, so we have a few things customers can do in their homes that could improve their experience.

Video Conferencing Video calls are a strain on your service, so consider them for the most important calls. You can try turning on the camera only when you're speaking, or only using audio functions. Some apps allow you to lower the video resolution.

Connected Cameras Do you have a doorbell camera or other cameras inside or outside your house? These can be big drains on your service when you're doing more things online or streaming more entertainment. If they're set to the highest resolution, they could be slowing your service. You can adjust settings and reduce the resolution and still effectively monitor the areas. If you have a pet camera running continuously to keep tabs on your furry friends when you're usually at work, you might be able to turn them off during this period of work from home.

Panoramic Wifi View and manage devices on your home internet from the Panoramic Wifi app. You can turn the kids' iPads off when they've reached an agreed upon time. Or pause their wifi when you're on an important video call. Find it in your favorite app store.

Computer viruses Viruses and malware can be slowing down your home internet. Check out [cox.com \(https://www.cox.com/residential/internet/learn/internet-security-options.html\)](https://www.cox.com/residential/internet/learn/internet-security-options.html) to learn more about using your Cox Security Suite Plus powered by McAfee. To protect against future threats, Panoramic Wifi customers can turn on Advanced Security in the Panoramic Wifi app.

Secure your wifi Make sure you have your home internet protected and no one else but your family is using it, especially now.

Be a wifi pro Your internet experience may be slowed down if your wifi router is near a microwave, a fish tank, or mirror. Check out some great wifi tips [here](#).