

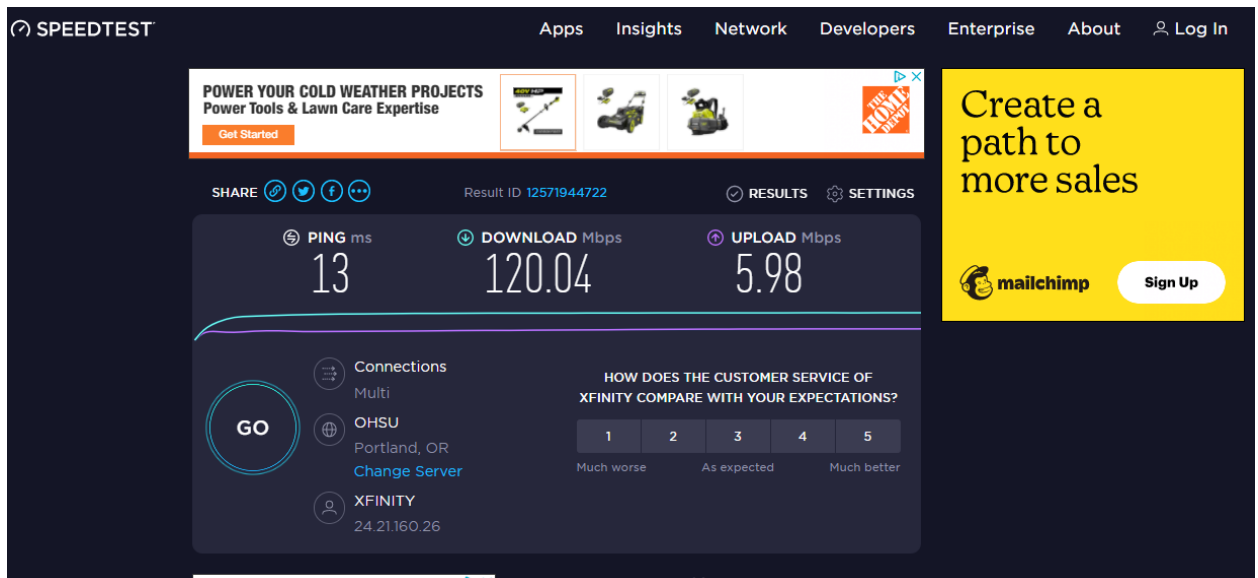
# Capturing a Screenshot of Speedtest

The following outlines how to do the test, as well as, how to provide us the results and instructions on taking a screenshot.

1. Go to [www.speedtest.net](http://www.speedtest.net) and click on the large GO button in the middle of the page



2. After a few seconds, the results will show as follows:



3. Please take a screenshot of the results and email to: [marketing@pioneerconnect.net](mailto:marketing@pioneerconnect.net). Also include the following information in the email:
  - service address
  - was speed test performed using a wireless connection or was the device hardwired with an ethernet connection

### **HOW TO TAKE A SCREENSHOT**

When taking a screenshot, ensure you capture the Download and Upload speeds, along with the information on the bottom right showing your IP address and the server you are connected to.

- PC Desktop:
  - Windows 10 & 11 – Press and hold these three keys together: Windows key + Shift + S
- Apple Desktop
  - Press and hold these three keys together: Shift + Command + 4. The screenshot will appear in the right bottom corner of screen. After a few seconds, it will disappear and will be saved to your desktop.
- Mobile Device – There are many different types of smart phones/tablets. Here are instructions for a couple popular models.
  - Apple iPhone/Tablets – This will depend upon the model of your phone/tablet.
    - Option 1: Press the right-side button and the volume up at the same time. Quickly release both buttons. After you take a screenshot, it will appear in the bottom left-hand corner of screen. Swipe up and it will disappear and can be found in you Photos. Go to your photos and select the screenshot. On the bottom left corner, select the paper with arrow up. Select Mail to send email.
    - Option 2: Press the right-side button and bottom home button at the same time. Quickly release both buttons. After you take a screenshot, it will appear in the bottom left-hand corner of screen. Swipe up and it will disappear and can be found in you Photos. Go to your photos and select the screenshot. On the bottom left corner, select the paper with arrow up. Select Mail to send email
  - Android Phone – There are many different manufactures of Android phones and each place the power and volume buttons in different locations. The most common is both the volume down and the power buttons being on the right side of the phone.
    - Press the power and the volume down buttons at the same time. Screenshots are typically saved to the “Screenshots” folder on the device. The Screenshot folder may be in different locations depending upon the model. Example, Google Photos, navigate to the Library tab and under the Photos on Device section, you’ll see the “Screenshots” folder. You may also find it by clicking on the “three stacked lines top left” and select albums.