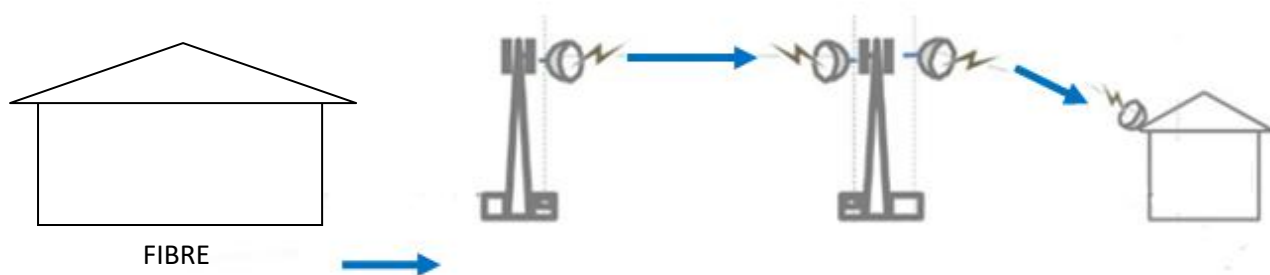


Wireless Broadband - How does this technology work?

Our systems communicate between precise fixed points separated by a continual path through the atmosphere. The objective of our technology is primarily to connect high speed digital networks using powerful radio devices.

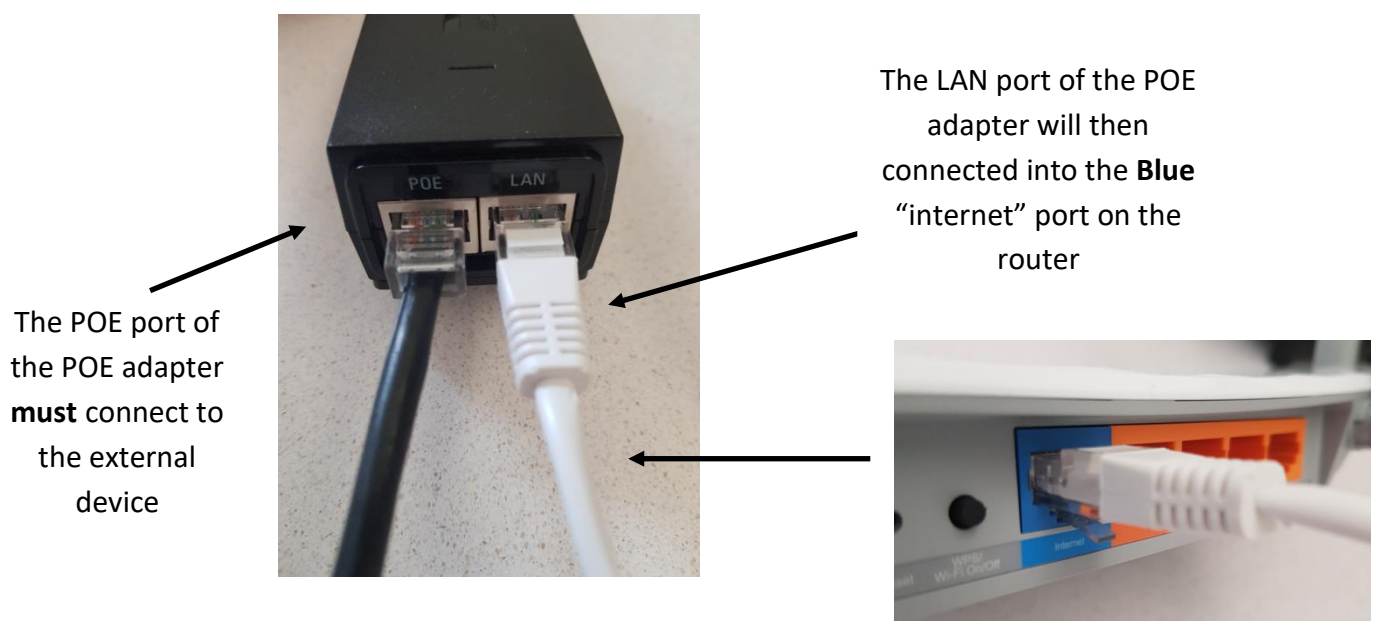


Our wireless systems are not restrained by distance, landlines or poorly enabled exchanges. We provide airborne broadband from an area that is achieving fast speeds and we send it directly to an area that is restricted. The milli-second speed efficiency is phenomenal and has very low latency in comparison to satellite broadband.

We use very similar technology to mobile phone companies but we have refined this to meet our customers' needs by offering fixed wireless. Our masts will directly communicate with your own speednet receiver by using a clear line of site between fixed points.

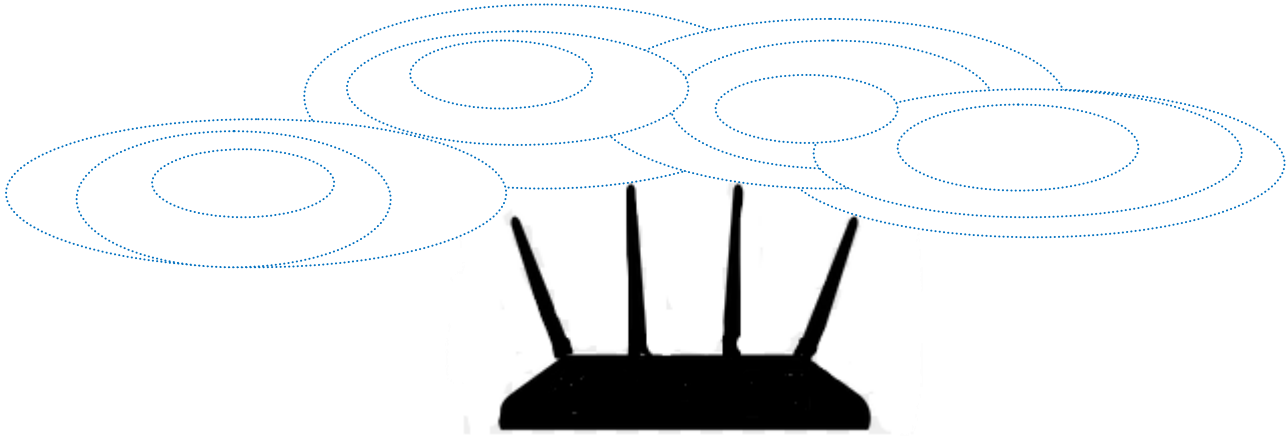
Equipment Installed

1. An external radio device has been installed on the roof of your property, which will then connect to a Speednet Mast in the area.
2. A cable connected to the external device will be connected to a POE Adaptor which **must** at all times have power running to it for the service to work. Please ensure that this is plugged into the wall socket or electrical outlet.
3. The POE adapter then connects to the wifi router which will transmit the internet through your property.

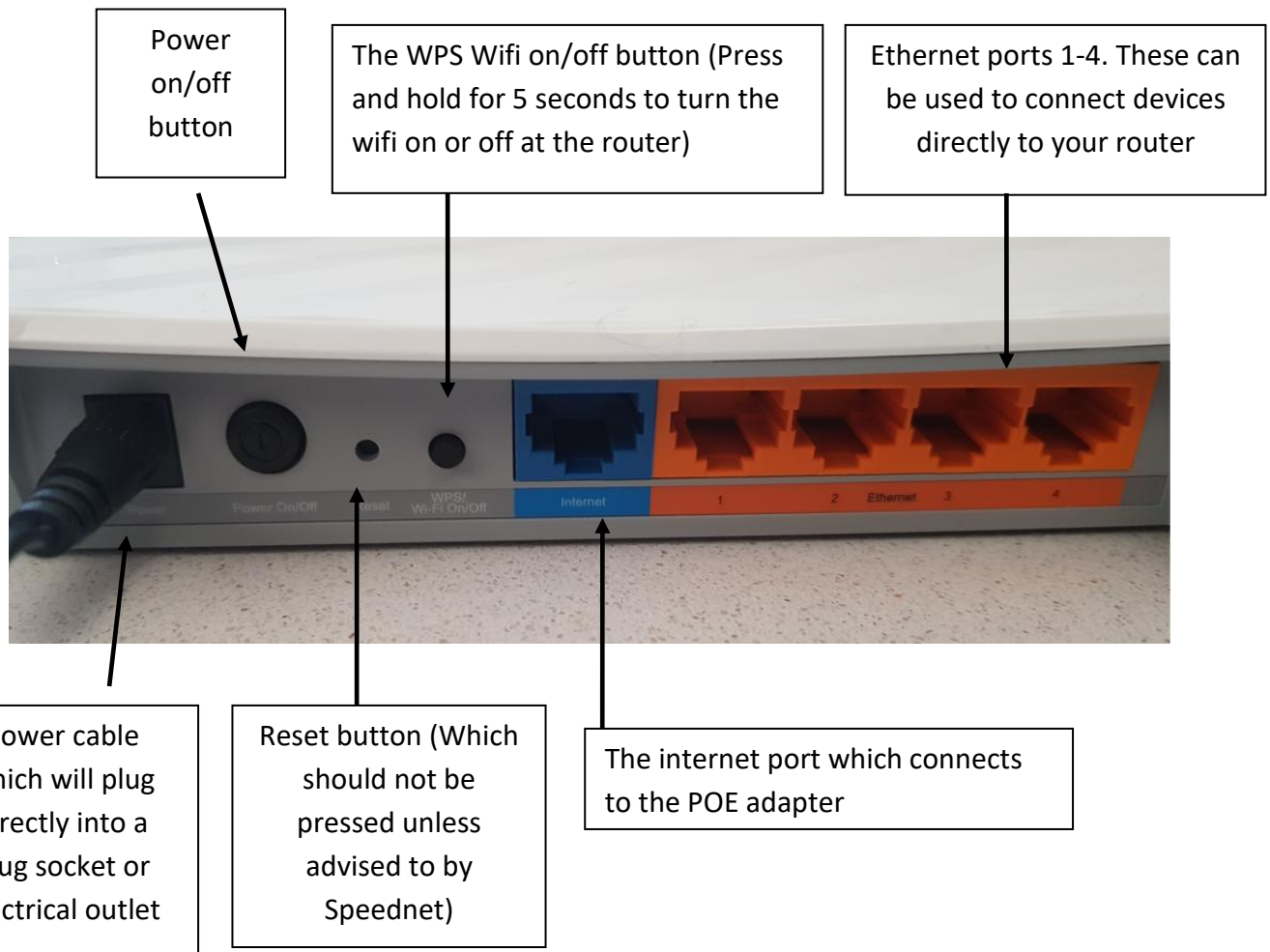


Wifi routers - How do they work?

Wireless routers broadcast in a circular motion. Due to this the location of the router within your property can have an impact on the service that you receive. Please also note that adjusting the antennae on the router can help improve your service.



You have been provided with a TP – link router. Please note more expensive and powerful routers can be purchased online through various websites. The one that you have been provided with is more than sufficient.



Did you know that where you choose to put your wifi router in your home can affect the quality of your internet service?

My Wifi router - Do's and don't s

Don't



- place the router next to thick walls
- store them in cupboards or drawers
- place them behind other household items or ornaments
- place them next to windows (if your device is right next to the window your router will essentially be sending the signal outside)

Do



- open doorways to allow the signal to travel through
- adjust the antenna if needed
- try and place it centrally in your home
- reboot your router if and when required
- check all the devices that are connected at one time. Disconnect any devices that you are currently not using. Remember if you have a 20MBPS package this is shared with all the devices in your home.

How to conduct a speed test

To identify if the issue is with the external internet service the only way to do so is to test directly from the cable that currently goes into the blue port of your router. Remember the blue port on the router connects to the POE adapter which connects to the external device, which is connected to the Network. This allows us to see what speed is going into the property.

1. Disconnect the cable that is connected to the blue port of your router



2. Connect this cable to a PC or a Laptop



3. Using your PC or Laptop conduct a speed test from these sites:

www.speedtest.net

www.broadbandspeedchecker.co.uk

www.fast.com

An accurate speed test should **never** be completed from a device connected to the wifi router. This is because the speed test will not reflect the speed being received at the property; it will show the speed being received to the device from the wifi router. As a result it will not take into account any other devices being used at the property during the time of the speed test.

Remember devices that you are not physically using that are powered on and connected to the wifi can still be completing updates or upgrades while connected to the wifi.

Fault finder / Solutions

What do I do if I have no internet or a slow service?

Check that there is power to the equipment

1. Remember both the POE adapter and the wifi router must be connected to a power source in order to work. Please check that they are both plugged in and switched on.
2. Check that all the cables are fully connected.
3. Check that all the cables are connect to the correct port (Information about which port to use can be found on this guide).

Reboot the wifi router

1. Unplug both the router and the POE adapter from the wall socket. (The POE adapter is what feeds the router from the external device).
2. Leave both the router and the POE adapter unplugged for approx 1 minute.
3. Before plugging them both back in check that all the cables on the wifi router and POE adapter are inserted correctly.

Still require assistance?



Call us on 0800 012 4298 our office opening times are
Monday – Friday 9-5



By email – Email us at reports@speednetscotland.net



By raising a support ticket on the client area – Support tickets should be used for non urgent queries, we aim to respond to these with 48 working hours.

Please note our service is monitored out with office opening times. If you are unable to speak with us, please leave a message with your name, contact number, address and the issue you are experiencing and we will get back in touch as soon as possible.