



French Broad Fiber Wi-Fi/Broadband Tips



Wi-Fi Notes

- ***If you have a wireless router in your home that you previously used, we strongly recommend unplugging it so it does not interfere with the signal from your new FB Fiber router.***
- All FB Fiber customers are supplied with a managed Wi-Fi router as part of their service. Your Wi-Fi comes with a unique name (SSID) and password (WPA Key). To see what your Wi-Fi name is, look at the sticker on the router FB Fiber installed in your home (The SSID for your router will show up on your devices as FBFiber-SerialNumber-2GHz or -5GHz). The password should be highlighted in **yellow** and is what you enter to connect your devices.
- FB Fiber's 844G gateway/router provides connectivity on both the 2.4GHz and 5GHz frequencies. In general, we recommend using the 2.4GHz network for devices that are far away from the router and the 5GHz network for devices in close proximity to the router.
- If you live in an apartment complex, condominium or other densely populated area, we recommend using the 5GHz frequency to avoid any possible interference with other devices that commonly operate in the 2.4GHz frequency range. Even though you may not use devices in that range your neighbors may, and their devices could possibly interfere with your Wi-Fi performance.
- As you move farther away from your Wi-Fi router your connection speed will be negatively impacted. If the Wi-Fi coverage is not adequate in your home, we offer a small mesh Wi-Fi device for just \$5/month to help extend your coverage.
- Different materials in your home can block wireless signals such as: concrete, block, brick, mirrors, large TVs and large appliances. Common electronic household devices can also interfere with your wireless signal including: microwaves, baby monitors and cordless phones.
- If you are having buffering issues while streaming videos it is almost always either a Wi-Fi signal issue or a problem with the website you are visiting.

Is 5GHz better than 2.4GHz?

- **BANDWIDTH:** 5GHz can typically pass more data and handle more intense data needs like video streaming and gaming.
- **RANGE:** Higher frequency translates to shorter range. In particular, 5GHz frequencies do not penetrate solid objects as well as 2.4GHz limiting their reach inside homes.
- **INTERFERENCE:** Network interference usually resides in the 2.4GHz space so by using the 5GHz frequency interference is mostly negated.
- **DEVICES:** Many older Wi-Fi devices do not have 5GHz radios so they must be connected via 2.4GHz.

Hardwire Versus Wi-Fi

- Your 844G router provides you with four LAN ports that allow you to connect a device directly to the gateway using any standard Cat5e or Cat6 cable.
- Hardwiring a device/computer is always preferred to ensure the best broadband experience possible.

Bandwidth Speed Tests

- FB Fiber does not guarantee any speed, especially over Wi-Fi. All of our service levels are "Up To" advertised speeds.
- 1Gbps service is so fast it is extremely difficult to achieve that speed, even on a speedtest. Wi-Fi is also not capable of supplying 1Gbps of bandwidth. Only hardwired connections are capable of 1Gbps and, even then, it is difficult to achieve 1Gbps unless you are using a newer computer.
- Requests for onsite service calls for not getting a speed test result of full subscribed service will result in a service charge. However, if you think your service is not performing as it should and believe there is an issue please give us a call. Generally, it is an issue with wireless devices involving interference or range.
- Speed tests depend on several different factors including: traffic on your network from other devices, other traffic from your computer, Internet traffic as a whole at that given time and traffic on the site hosting the test.

