UNDERSTANDING YOUR FIBER SERVICE

What is Fiber Internet?

Fiber-optic internet, commonly called fiber internet or simply "fiber," is a broadband connection that can reach speeds of up to 1000 Megabits per second (Mbps), with low lag time.

Technology

Fiber Internet service is supplied using fiber optic cable and an Optical Network Terminal or ONT.

(Pictured below are ONTs and router we provide.)

ONTs

Router

WAYS TO PAY YOUR BILL

Online at billpay.fiberhawk.com

By Phone: 765-922-7916

Using our eBill Mobile App

Android

Apple

Contact Us

Phone:
765-922-7916

Email:
fiberhawk@fiberhawk.com

Address:
214 S Washington St.
Swayzee, IN 46986

Key Information

SSID:

Password:

Notes:

fiberhawk

"
Go Further
Go Faster
Go Fiber
"

TROUBLESHOOTING

When your Internet goes out there is no need to worry! Below you will find common troubleshooting steps to restore your Internet service.
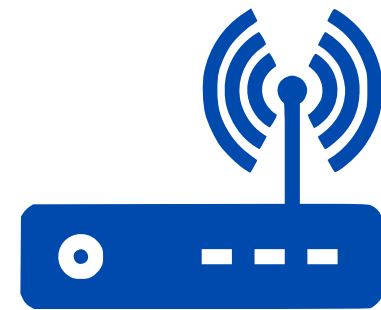
- ☐ Turn off or unplug your ONT for 30 seconds _____
- ☐ Wait 3 to 5 minutes for device to power on _____
- ☐ Power, LAN, and GPON should all have green lights _____
- ☐ Turn off or unplug your router for 30 seconds _____
- ☐ Power, Internet Globe, and Wifi should all be blue _____
- ☐ Devices should be able to connect now _____

REMINDERS

- Check your MPro Mesh app to see connected devices and change your SSID and password.
- Any red lights or missing lights on your ONT could mean there is another issue with your device. If you see a red LOS reach out to our office for additional assistance.
- Router should always have an yellow cable in the blue port.

⚠️ When troubleshooting never unplug the blue or green tipped cable. This is your fiber line and unplugging this will affect your service.

Tips for your Wi-Fi network

- Wi-Fi signal is most effective when your router is placed up high, in a central location, and away from devices such as baby monitors, cordless phones, or other nearby routers.

- Equipment age can also affect your Wi-Fi network. Most router manufacturers recommend replacing your router every 3 to 5 years.

- Wi-Fi signals will usually reach about 150 feet for a 2.4Ghz frequency. Using a 5Ghz frequency, you will get about 50 feet of reach. So, the closer you are to your router the better. Home structure also plays a big part in how Wi-Fi signal reaches your devices.

- 2.4GHz networks will reach further but have slower speeds. 5G networks will have faster speeds but have less reach than the 2.4GHz.

WHEN TO CALL

01 After troubleshooting and connection is still unavailable.

02 Slow speeds or connectivity issues