

UNDERSTANDING YOUR COAX INTERNET SERVICE

What is Coax Internet?

Coax internet, also known as cable internet, is a type of internet service that uses the same cables as cable television to deliver internet access to your home. These cables, called coaxial cables, transmit data signals from your internet service provider's network to a modem in your home. The modem then converts these signals into a form that your devices, like computers and smartphones, can use to access the internet. Coax internet is known for its speed and reliability and is a popular choice for many households.

Technology

Coax internet primarily uses DOCSIS technology, which enables high-speed data transmission over existing cable TV infrastructure.

(Pictured below is a Router and Modem we provide.)



Modem



Router

WAYS TO PAY YOUR BILL

[Online at billpay.fiberhawk.com](http://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



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Go Faster
Go Fiber**



Key Information

SSID:
Password:

Notes:

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 Modem for 30 seconds
- Wait 3 to 5 minutes for device to power on
- Link, Power, US, and DS should all be lit up*
- 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

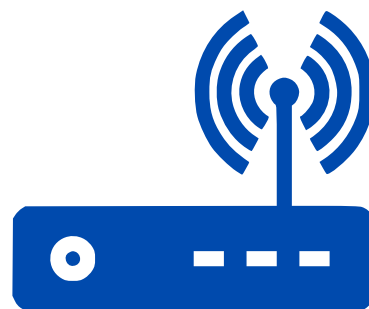
*This will vary based on modem/router model

REMINDERS

If you don't see your Wi-Fi network or can't get connected, look for the default Wi-Fi name and password on the bottom of your router. Sometimes power cycling can return your router to the default settings.



When troubleshooting do not unscrew the coax cable from the Modem. Unscrewing the cable 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 replace 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

