

UNDERSTANDING YOUR DSL SERVICE

WAYS TO PAY YOUR BILL

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What is DSL Internet?

DSL (Digital Subscriber Line) internet is a type of internet connection that uses your existing phone line to transmit data. It works by splitting your phone line into two separate channels, allowing you to use the internet and make phone calls at the same time. DSL provides faster internet speeds than traditional dial-up connections, but it's typically slower than other types of broadband connections like cable or fiber optic

Technology

DSL (Digital Subscriber Line) uses a technology called Asymmetric Digital Subscriber Line (ADSL) to transmit data over traditional copper telephone lines

(Pictured below is a DSL Modem we provide.)



Contact Us



Phone:
765-922-7916



Email:
fiberhawk@fiberhawk.com



Address:
214 S Washington St.
Swayzee, IN 46986

Key Information

SSID:
Password:

Notes:

TROUBLESHOOTING

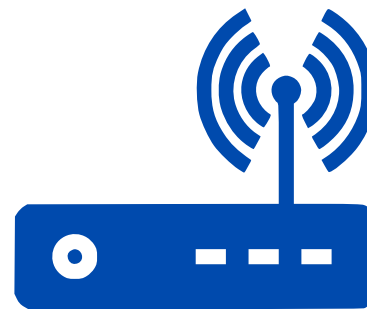
When your Internet goes out there is no need to worry! Below you will find common troubleshooting steps to restore your Internet service.

- Turn off or unplug your DSL Modem for 30 seconds
- Wait 3 to 5 minutes for device to power on
- Power, Status, Activity, and LAN should be green
- Turn off or unplug your router for 30 seconds
- All lights on router should be lit up*
- Devices should be able to connect now

*this will vary by 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.



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

