

# UNDERSTANDING YOUR WIRELESS SERVICE

# 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



## What Wireless Internet?

Fixed wireless internet is a type of internet service that delivers internet access to your home or business using radio signals instead of cables or wires. It involves installing an antenna or receiver on your property, which communicates with a nearby wireless tower. The tower sends and receives data signals, allowing you to access the internet. Fixed wireless internet provides a convenient and flexible alternative to traditional wired internet connections, especially in rural areas.

## Technology

Fixed wireless internet typically uses radio signals to transmit data between an antenna or receiver installed at the customer's location and a nearby wireless tower.

(Pictured below are two PoE injectors we provide for your wireless internet.



## Contact Us



Phone:  
765-922-7916



Email:  
fiberhawk@fiberhawk.com



Address:  
214 S Washington St.  
Swayzee, IN 46986

## Key Information

SSID:  
Password:

Notes:



**Go Further  
Go Faster  
Go Fiber**



# TROUBLESHOOTING

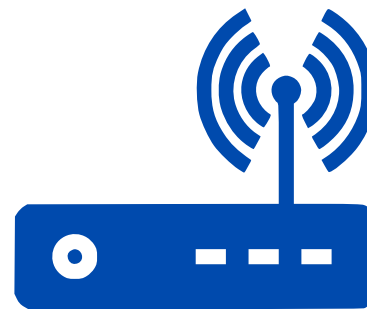
When your Internet goes out there is no need to worry! Below you will find common troubleshooting steps to restore your Internet service.

- Turn off or unplug your PoE Injector for 30 seconds
- Wait 3 to 5 minutes for device to power on
- Status light on top should be white
- 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

