



The Fiber Download

Employees Share Frequently Asked Questions.

What's the difference between the Internet & Wi-Fi?

The Internet is connected networks all over the world. Wi-Fi is your personal wireless network within your home.

Why is a speed test not showing the speed I pay for?

There is a box (usually some type of modem) that brings Internet into your home from your service provider. In order to run a speed test against what you are paying for, the speed test should be run with an ethernet cable and capable device. See "speed test" below.

Why are my Internet speed tests slower when I'm on Wi-Fi?

Your testing speeds over Wi-Fi are impacted by many things; consider the following:

- What is the type and age of router you are using? An older router may not support the speed you subscribe to.
- Do you have the latest firmware (software) updated on your router? This is important for both performance and security.
- What is the maximum speed the device you're using will support?
- Is there a chance you have a virus or malware on your device?
- Do you have other things running on your device when you're running the speed test?
- And finally - how far are you from the wireless signal? Do you have a full signal?

All of these things may cause slower speed tests results over Wi-Fi.

How can I get the speed I pay for over my wireless device?

The best way is to have a router or gateway that supports the speed you pay for. Then, make sure:

- you have the latest firmware on this device
- the device you are using is capable of the subscribed speed
- you do not have any viruses or malware running on your device
- you close down all other applications before running the speed test
- you have full bars on your signal before running the test

All of these things may cause slower speed tests results over Wi-Fi.

Why can't I get a good signal in my bedroom?

The wireless radios in your router/gateway push service out from the device. Think about it like a speaker, the further you get away, the softer the sound is. Your Wi-Fi works the same way. The further away you get, the weaker the signal. If there are things like metal, concrete, thick walls, and mirrors, between you and the router these can weaken the signal even more.

How can I get a better signal on my patio?

The placement of your router determines where the Wi-Fi signals are strongest in your home, or outside your home. The more centrally located, the more of your home it will reach. However, if your router is in a location where it can't be moved you can add extenders to push the signal further into other areas of your home.

Why should I buy your gigacenter?

The best thing about our gigacenter is that we take care of it. You don't have to try and select the right kind of router, or worry about updating firmware, We make sure it supports the latest devices, the fastest speeds and helps to keep your Wi-Fi secure. We will help you place it in an area that maximizes coverage throughout your home. If you ever have any problems, we take care of it.

What if after that I still can't get a signal everywhere?

With our solution we can easily add a mesh extender to make sure all areas of your home are covered; especially if you need the router in a specific location and do not want to move it. Some homes are just too big for a normal router signal and will need the mesh device to get signal to all areas.

Sites to See

Watch this section for new or popular internet sites you may want to explore.

- www.cnet.com
CNET tells you what's new in tech, culture and science, why it matters, how it works and what you need.
- www.lifewire.com
Lifewire provides expert-created, real-world technology content for more than 10 million users like you every month. You don't live and breathe technology, but you do use it everyday and you expect it to work. Our goal is to help you get the most out of the technology in your life.

Connection Speeds Glossary of Terms

Ethernet Cable: The most common type of network cable used on a wired network whether at home or in any other business establishment. This cable connects wired devices together to the local network for file sharing and Internet access.

Speed Test: With the test server in place, the Speed Test sends a simple signal (a ping) to the server, and it responds. The test measures that roundtrip in milliseconds. After the ping is complete, the download test begins. www.speedtest.mvlink.coop

WiFi Extender Vs. Booster: The term WiFi booster was a catch-all phrase for devices that extended a WiFi signal. A WiFi booster now is more accurately defined as a wireless range extender.