



Optimizing Your Lumos Networks Wireless Internet Experience

Going wireless generally requires connecting an internet “access point” to a wireless router, which sends a signal through the air. Any device within range can pull the signal from the air and access the internet. Without any obstructions, wireless signals can reach up to 300 feet, but unless you live or work in a space with no walls, you are more likely to experience better coverage in closer proximity to your wireless router/gateway. Today’s home network may include a wide range of wireless devices, from computers and phones, to smart TVs and connected appliances. The following categories outlined below will help in achieving a great wireless home network experience, along with optimal use of internet bandwidth and security to protect your devices and information from compromise.

Location, Location, Location

For maximum coverage, the best location for your wireless router/gateway is as close to the center of the structure as possible. Keep in mind that wireless networks use a radio signal that can be blocked or weakened by any number of construction materials: cinder block, concrete, metal, and even wood and drywall. Common items, such as furniture, fish tanks, and mirrors can also impact the signal. The more barriers between the wireless router/gateway and a wireless device, the weaker the signal. For optimal speed to your wireless device, place it within the closest possible proximity and limit the number of barriers.

Perfect Placement

It is crucial to keep your wireless router/gateway off the floor, out of closets and cabinets, and away from walls and large metal objects such as file cabinets and coated mirrors. The ideal location is on a wall mount or shelf higher than the surrounding furniture and obstacles. Studies have shown that radio waves travel best downward and laterally.

Electronic Interference

While it is running, a microwave can disrupt wireless service. Turn off the microwave if it is on (there is no need to unplug it). Some cordless telephones can interfere with the wireless router/gateway signal, since they operate at the same frequencies. If you suspect that your cordless phone is interfering with your network, you can:

- Change the location of the wireless router/gateway or the base unit of the cordless phone.
- Use a phone that is not using the same frequency as the wireless router/gateway (2.4 GHz or 5 GHz).

You may also have interference from other electronics and wireless devices including baby monitors, wireless speakers, gaming consoles (Wii, X-Box, and Play Station). If you live in an apartment complex or very close to your neighbors, it is also possible to receive interference from their electronic devices if they operate on the same frequencies.

Security

Always protect your wireless network with a password so that unauthorized access does not occur. Unless you take certain precautions, anyone nearby can use your network. That means your neighbors – or any hacker nearby – could “piggyback” on your network or access information on your device.

More Matters

Lumos High Speed Internet includes the connection of one wireless device of your choosing to the wireless router/gateway.¹ You may choose to connect additional wireless devices, however Lumos will not be responsible for configuring these. You may accomplish this on your own or with the assistance of TechHome Support.² With the increasing number of wireless connected devices, wireless signals can become weakened and strained. Additional devices (i.e., computers, wireless phones, tablets, Smart TV’s) accessing your wireless router/gateway can reduce the maximum attainable speed for each device. As your device needs grow it is important you increase the bandwidth subscription needed in your home.

Lumos gives you the option of using your own router or Lumos can activate the wireless router in the gateway and manage the wireless service for you for a minimal charge.

¹ This connection is dependent upon the customer making sound decisions with the technician for proper placement of the wireless router/gateway within the structure. Those that make decisions against the advisement of the technicians may be subject to charges in the event that Lumos must revisit the installation site.

² Additional devices can be connected with assistance from TechHome Support at 877-373-3320 (additional charges apply). 5.15.17



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