



Better Wi-Fi, made easy.

HOW TO GET GREAT COVERAGE THROUGHOUT YOUR HOME— EVEN IN YOUR YARD.

Inside your home, your Internet signal is delivered using a cable connected to a small box. This box is known as a gateway, a router, a modem or an “access point”, because it’s the point in your home that your devices access in order to connect to the Internet. Access can be delivered using an Ethernet cable connected directly from your device into the box (most common with desktop computers), or via Wi-Fi. The brand name of the gateway we installed in your home is “GigaCenter”, one of the best on the market.

Here are answers to some questions you may have about Whole Home or Wi-Fi in general.

HOW CAN YOU IMPROVE MY WI-FI COVERAGE?

The easiest way to get a strong Wi-Fi signal throughout your home, and even in your yard, is by creating a bigger Wi-Fi network. Your GigaCenter is already transmitting the strongest signal allowed by Federal regulations, so we can’t “turn it up”. However, we can provide you with additional access points, called satellites, that work seamlessly with your GigaCenter to enlarge your network and provide you with what has become known as Whole Home Wi-Fi. These satellites “mesh” with your GigaCenter to do this, which is why these bigger networks are technically called “mesh networks”.

EASY TO USE.

With Whole Home, you aren’t creating any new Wi-Fi networks. You’re simply enlarging your existing network. That means:

- Your devices already “know” your network, so you don’t have to change or add any new settings, passwords or configurations.
- As you move around, your GigaCenter will seamlessly (and automatically) switch you to the access point (or satellite) that gives you the best connection for where you are in or outside the house. (“Seamlessly” means you won’t notice it. All you will notice is better Wi-Fi coverage everywhere.)
- If the channel or frequency of your access point gets too crowded, or encounters interference from other devices or your neighbors’ Wi-Fi network, the GigaCenter will seamlessly (and automatically) switch you to a different frequency.

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EASY TO INSTALL.

Each satellite is only 3 inches wide, 4 inches deep, 5.4 inches tall and weighs just half-a-pound. You can quickly and easily set them up, without technical support:

- The first time you use a new satellite, you simply push a button on the GigaCenter and another button on the satellite, then:
- they will connect to each other automatically; and
- you won't have to change or configure anything else in your network.



Of course, if you do have any difficulty, your Internet provider's technical support team is always available to help.

WHY SHOULD I GET WHOLE HOME WI-FI?

Even with state-of-the-art access points, you can still have Wi-Fi issues. As you move around the house, you may not always experience the same great Wi-Fi coverage. There may even be dead spots in your house, in the garage or in the yard, where you can't connect to your Wi-Fi network at all.



- Next, place each connected satellite between the GigaCenter and any part of your house where you want better Wi-Fi coverage. There's a very easy-to-use set of green and red LED lights on the satellite that let you know when you've found the best spot: far enough from the GigaCenter to ensure you get the biggest network possible, but not too far that the signal may weaken.

These satellites make it simple and inexpensive to make sure that you have the best whole home Wi-Fi experience and get a strong Wi-Fi signal everywhere.

WHY DO I HAVE WI-FI ISSUES?

There could be a number of reasons for weak Wi-Fi signals and dead zones:

- Today's homes are getting bigger, and the further you move away from your GigaCenter, the weaker your Wi-Fi signal becomes, simply because the signal has to travel a longer distance.





Don't Wi-Fi extenders do the same thing for less?

Not exactly. The Mesh solution enlarges your existing network, while Wi-Fi extenders create new networks next to, or overlapping, your existing one. Let's say your original network is called "Home" and you add a Wi-Fi extender. If you go to the Wi-Fi settings on your phone, you'll see "Home" and "Home_Ext". This means you have to set up your phone and every other device to recognize and use your new network, and they still may not switch to the best network automatically as you move around. As long as they're getting some kind of signal, they may stay connected to the weakest network in your home and you'll have to switch them manually. You could also run into problems where a device connects to one of your networks but not to another, because there's a conflict with devices already connected.

Also, please note that your Internet provider may not support Wi-Fi solutions available from retailers and their tech experts may not be able to help you solve some issues you might encounter with them.

- Walls can get in the way, especially if they're made of concrete or were built more than 60 years ago using chicken wire (yes, really) under the plaster, which effectively blocks Wi-Fi signals.
- Wi-Fi signals can be susceptible to interference from microwave ovens, garage door openers, baby monitors and a host of other devices.
- You may have many devices connected at once: Everyone in your family probably has at least one device, like a phone, and may even have a tablet, gaming system, printer, and other devices as well. Then there are all the new "smart" devices that use your Wi-Fi signal: your smart door lock, smart fridge, security system and more.
- Your neighbors' Wi-Fi networks can interfere with yours, especially if your devices connect using the same wireless channel as theirs.

CAN'T I BUY A SOLUTION LIKE THIS FROM AN ELECTRONICS SUPERSTORE?

Sure you can. However, there are a few things to consider:

- The solutions available from retailers can cost anywhere from \$300 upwards, compared to pennies a day for your first satellite from your Internet service provider.
- Most retail solutions include three satellites, which could mean you're paying for more equipment than you need, whereas you can start with just one satellite using this solution, expanding to four satellites in total.
- The satellite, called the 804Mesh, is made by the same company that makes your GigaCenter, and is guaranteed to be compatible and easy to set up and use.



- Only the 804Mesh satellite has the LED lights that make it easy to find the perfect placement.
- Only the 804Mesh offers 'carrier class Wi-Fi', which uses the latest and most advanced Wi-Fi technologies to provide superior coverage and speed over most solutions available from retailers.
- When new upgrades or enhancements are released, you won't have to buy new units or software. They will automatically be provided to you.
- If you have any issues setting up or using Wi-Fi satellites available from retailers, your Internet service provider tech support experts may not be able to help. (There are a lot of devices on the market; nobody can have expertise with all of them.) Most consumer manufacturers or retailers do not offer actionable support or are difficult to contact when you have a problem.
- The 804Mesh is easily manageable, meaning that your Internet service provider can provide you with more effective technical support. If you experience any issues down the road, you deal with a local professional Customer Service Representative who you both know and trust. (You'll never call "1-800-who-the-heck-are you"!)

WHAT ELSE CAN I DO WITH MY NEW MESH NETWORK?

This solution does more than just improve your Wi-Fi coverage:

- Every satellite has an Ethernet plug, so you can physically connect your gaming consoles, laptop, and other devices in other areas that are not located next to your GigaCenter.
- You can connect your TV's set-top box to a satellite and enjoy wireless TV almost anywhere in your home. You could even watch TV outside. Compare that to buying a separate wireless TV unit that could take 4-8 hours to configure and doesn't include any Wi-Fi coverage capabilities.

OTHER QUESTIONS?

Talk to your Internet service provider at any time.