



Better Wi-Fi, made easy.

Inside your home, your Internet signal is delivered using a fiber cable connected to a box, it goes by many names; **gateway, router, modem, "access point"**, but Velocity refers to it **as an Optical Network Terminal (ONT)**. 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.

How can my wi-fi coverage improve?

The easiest way to get a strong Wi-Fi signal throughout your home, or in your yard, is by creating a bigger Wi-Fi network. While there is no way to "turn up" the Wi-Fi signal, we can provide you with additional access points, called satellites or "mesh units", that work seamlessly with your ONT to enlarge your network. These satellites "mesh" with your ONT to create a whole home Wi-Fi network.

Easy to use. With a mesh network, 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 ONT 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.
- 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 ONT will automatically switch you to a different frequency.

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 port, so you can connect your gaming consoles, laptop, and other devices in areas that are not located next to your ONT.
- 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.



Why do I have Wi-Fi issues?

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

- The further you move away from your ONT, the weaker your Wi-Fi signal becomes, simply because the signal has to travel a longer distance.
- 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.

What can I do to fix Wi-Fi issues?

- First: Try moving your "satellite" mesh unit closer to the location where the signal is weak. Wi-Fi is sent out as a radius from the front of the unit (see image below)
- Second: Make sure the mesh unit is connected. Check the unit for Green lights under "WiFi Backhaul"
- Third: If you do not see those Green lights - unplug the mesh unit for 10-15 seconds and plug back in, rebooting the unit and re-establishing connection to the ONT.
- Use our recommended speed test to check Wi-Fi signal throughout the house. This will tell you exactly where the signal drops and where to move the mesh unit or Add another unit. (Up to 4 units can be added for additional cost)
<http://crowncastle.speedtestcustom.com/>
- Contact us! If all else fails we are here to help, you can call, email or send a ticket through the customer portal.

Can I buy my own Mesh Network?

Sure you can. Here are some things to consider:

- If you buy a Mesh networks it's yours! There are no monthly fees from us.
- If you have any issues setting up or using the mesh network you purchase, Velocity Broadband cannot provide support. Since it is not equipment that we provide, we can only guide you to the best support available for that device.
- Most retail solutions include 3 satellites, whereas you can start with just 1 satellite free of charge, using our equipment, expanding up to four satellites, for \$5.99/per unit/per month.

