Wireless Network Guide

Getting the best signal from your wireless router

Your wireless signal will be the strongest when it is free of any obstacles and is in a clear space. Try these tips to get the best out of your wireless performance:

- In the first instance, power off and on your internet enabled device and router to see if this helps. Some laptops have a wireless switch; make sure this is turned on.
- Thick walls can reduce the range of your wireless connection. Place the router away from walls.
- Where possible, move your router out of enclosed spaces, such as a cupboard. This can limit the signal.
- Move your router to a common area, such as a living room. Make sure your router is not crowded, is in a central location and is not placed on the floor.
- Keep your router away from reflective or shiny surfaces such as fish tanks, mirrors, windows and filing cabinets, as the signal can bounce of these objects.
- Do not place your router or device next to metallic objects, microwaves, cordless phones, or Radio Frequency transmission devices as these send out radio signals which can interfere with your router.
- A wired connection is always going to be faster than wireless. For faster speeds, try connecting your PC and router with an Ethernet cable and leave Wi-Fi for your other devices.

What is using your internet?

Everything you connect to your wireless router uses the internet. The Smart TV in the bedroom could be streaming a film, you could be browsing the internet on your phone and someone could be playing a game elsewhere in the property. This is all using the wireless connection and may have an impact on performance.

Do not forget those things running in the background like app updates, device backups, CCTV, Streaming, Downloads, and all those open browser tabs. Shut them down if not being used.

Using the best wireless channel

Our routers use one of two wireless bands to connect to your device: 2.4Ghz and 5Ghz. Within these bands we have smaller bands that are called wireless channels. Your router has several channels it can choose from and when you restart your router, this will put it onto the least congested and fastest available wireless channel.

You may have to restart your router from time to time as channels can become congested which may cause wireless issues. This is not a fault; this is just how the technology works.

Reset your wireless router

Unless you are a technical wizard it is important to ensure your router, settings are set to default. You can ensure this is the case by resetting the router.

- Hold Reset on the back of your wireless router for 10 seconds or until the lights on the front blink. You may need to use a Pin to push the reset button in.
- Wait for the lights to return to normal, then check your broadband is working.

It will reset your wireless password to its default if you have changed it so you will either need to use the original password or update it again. The default is usually on a sticker located underneath the router and on the keep-me-safe card supplied in the router box.

Keeping your wireless safe?

Everything seems to have a password these days, but it is always important to keep your wireless secure by keeping your password on as it stops anyone else using your wireless. If you have turned your password off, turn it back on by resetting your wireless router.

What speeds do I need?

Your plan speed is available to use across multiple devices.

- To browse a webpage, you need less than 3Mbps.
- To watch Netflix, they recommend 5Mbps for HD streaming and 25Mbps for 4K streaming.
- To make a Skype, Zoom, or Microsoft Team call you need 8Mbps.
- To play games online you need 10Mbps.

If you are getting these speeds the problem is likely to be with your device or environment, see your user guide for further help.
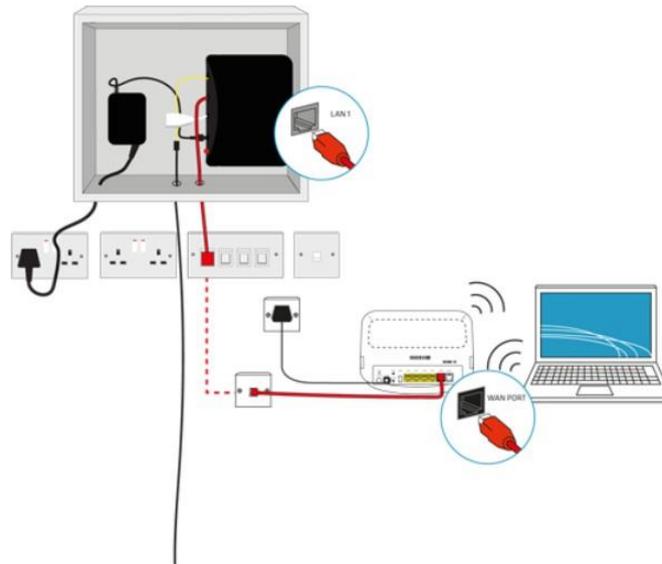
You could try:

- Restarting the device.
- Updating your device software to the latest version.
- Updating the App software to the latest version.
- Checking online to see if there is a reported issue with your device or service being used.

Connecting via data sockets (if installed)

Housing developers may have installed data sockets in various rooms throughout the property. If this is the case, then it is often recommended to connect your router directly to one of these ports located as close to the centre of the home as possible. *(Please note that via internal wiring the maximum speed your router may be able to achieve is 100Mbps).*

▾ Setting up your router using your internal wiring

    1 Insert an Ethernet cable into the Lan 1 port of the ONT.

    2 Insert the other end directly into the relevant port of the patch panel, associated with the room where you would like services*.

    3 In the relevant room, find your data port and insert an Ethernet cable into the WAN port of your router. You will now be able to connect to the internet.

  * If your patch panel is not labelled with rooms, try each port until there is a match.

▾ What if I haven't got internal wiring

If you haven't got internal wiring, you could try moving your router to a more central location using Ethernet cables. Avoid trip hazards by ensuring cables are not dragged across open floor spaces, door openings, stairs or walkways.

▾ My internal wiring isn't working

Seethelight are not responsible for internal wiring or troubleshooting internal wiring issues. The internal wiring is the responsibility of the customer or customer's landlord. To resolve an internal wiring issue, please contact a qualified electrician.

▾ Whose responsible for internal wiring in my property?

The responsibility for internal wiring lies with the customer or the customer's landlord.

If in doubt

seethelight are responsible for the service, up to the point our fibre connects to your property at the ONT. Wireless networking is a great way of accessing the internet. However, wireless is a feature of the broadband router and is not part of your seethelight broadband plan.

seethelight provided you with a wireless broadband router which transmits the wireless signal on UK regulated frequencies and at the legally permitted signal strength.

If your device is not getting as much of your plan speed as you'd like this could be because of environmental issues in the home (thickness of internal walls or interference) or the capability of the wireless components in the device. It is for these reasons seethelight cannot guarantee wireless will work in every location and that you will not experience issues from time to time.

Wireless technology trades stability for mobility. The only way to guarantee an always-on and stable connection is via a wired ethernet connection between your device and the router. The majority of online gamers and businesses continue to use wired connections (direct to the router or ethernet ports if installed) for this reason.

You cannot confirm your plan speed using a wireless device. The best way to confirm your plan speed is to perform a speed test via wired connection. In the first instance this speed test can be performed directly into the router. If any concerns remain after this test, then you can eliminate internal wiring and/or router faults by connecting direct to the ONT.

Connecting direct to the ONT

Connect the Ethernet Cable from the laptop into Port 1 on the ONT. You will need to remove the ethernet cable connecting the Router to the ONT.

Windows OS:

1. Click the Start button.
2. Click the Control Panel.
3. Go to Network and Sharing Centre.
4. Select Set up a new connection or network.
5. In the Set Up a Connection or Network wizard, choose Connect to the Internet and click Next.
6. Click Set up a new connection anyway.
7. Select Broadband (PPPoE).
8. Enter admin as the username and password, then click Connect.

MAC OS:

1. Navigate the Apple menu, choose System Preferences.
2. Choose Network.
3. Under the Network screen, please select Ethernet. In the Configure IPV4 box, please select Create PPPoE Service.
4. Please type the Service Name (PPPoE Test) and click Done.
5. Type admin as the username and the password and then please click on Apply and Connect
6. If it is successful, you will see the status changed to Connected and an IP address will display.

Not all speed testers available via the internet are able to cope with the speeds possible on a fibre connection. We have provided a more accurate test here for you to use:

https://www.seethelight.co.uk/test-your-speed.

Please note: some ethernet cards within devices may only be able to achieve a maximum speed of 100Mbps. If you are on a plan with speeds above 100Mbps and your speed test result is consistently around 90Mbps to 100Mbps this would indicate this is the fastest speed the laptop (or another device) is capable of.

We also have online guides and support videos available on our website:

https://www.seethelight.co.uk/help/wireless

We hope you find this information useful. If you have any further queries, please do not hesitate to contact us on 0800 331 7638 between 8am and 8pm Monday to Friday and 9am to 1pm Saturday or send us a contact form via https://www.seethelight.co.uk/contact.

Kind regards

seethelight Customer Service Team