

Five tips for a great home WiFi experience

1 Router location

Ideally, your router will be:

- In a room where you most frequently use your WiFi connection
- In the center of your home
- Up off the floor
- Out in the open



2 Router type

Wave provides high performance routers as part of our Home Networking Service subscription.

If you choose to use your own router, opt for one that utilizes the **802.11ac** standard and is dual band so that you can choose between **2.4 GHz** and **5 GHz**. If your router is older and does not use the latest wireless standard, your WiFi performance will suffer.

3 Users and devices

WiFi bandwidth is shared among all connected devices (such as computers, smartphones and tablets). The more devices on the network, the less bandwidth each gets.

If you're not actively using a device or application, consider closing it down to free up bandwidth. Note that some older electronics are not capable of leveraging today's fastest speeds, and can negatively impact the performance of your network.

4 Secure and protect your network and devices

Viruses and malware can slow you down. Use a password to protect your home WiFi network and run anti-virus software on your computers and devices to keep them clean.

5 Use a wire for best performance

Wired speeds will always be faster than wireless. If you need faster speeds, consider plugging your computer, streaming device, or gaming console into your router with an Ethernet cable. Being wired can be especially helpful for high-bandwidth activities such as uploading/downloading large files, live gaming, and HD streaming.

More support

For more information on how to get the best WiFi experience with your Wave internet, go to wavehome.com/wifi.

Help is available 24/7 from our support center at **1-866-WAVE-123 (866-928-3123)**.

Trouble-shooting your internet connection

Slow internet? Can't connect? Try these steps before you call.

1 Check your power

Make sure your modem and router are plugged in. If you are using a power strip, be sure it is in the "on" position.

2 Reboot or "power-cycle" your equipment

Most internet problems can be solved by power-cycling your equipment.

- Modem: unplug the power from your modem for 30 seconds, then plug it back in again. Look for the lights on the front so that you know it is back online. If the modem cannot establish a connection within a few minutes after the power-cycle, call our technical support department for help.
- Wireless router: if you are using a wireless router, you'll want to power-cycle it at the same time as your modem. Simply unplug the router, wait 30 seconds, and plug it back in. Once the lights on the router indicate a connection, reconnect to the internet on each computer and wireless device.



3 Direct connection testing

Bypass your router: if the cable modem indicates that it is online, but your computer still cannot access the internet, bypass the router by plugging your computer directly into the modem using an Ethernet cable.

- If you can access the internet with this direct connection, but cannot when using your router, then your Wave internet service is working, although your router is not.
- If you have a Wave router as part of your Home Networking service, please contact our technical support department and we'll help. If you have your own router, you will want to contact the support department for the router manufacturer.

If you're still experiencing issues with your connection after following these steps, you can find more information at faq.wavehome.com.

Quick links

For assistance with email settings, visit wavehome.com/email-help.

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