

# Technical Specifications

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**What kind of equipment (router or modem) is needed?** As a Truestream customer, you will be supplied with a WiFi router that is built to handle up to 1 Gig internet speeds. The wireless router supports 2.4GHz and 5GHz.

**Can I use my own hardware with Truestream's service?** Truestream can connect with customer-owned gigabit routers. However, we cannot offer additional technical support or guarantee the quality of the service from customer-owned equipment. There is no additional fee for this setup at the time of installation; there may be a charge to return to the home to install customer equipment.

**Where will the router be placed?** We will likely place the WiFi router next to your primary device—it should be centrally located in your home. Our technicians will work with you to identify the ideal placement. Also, for optimal WiFi signal, it should not be placed in a closed entertainment center, closet, basement, etc. The router is designed to be upright with adequate ventilation. The reach of the router signal is affected by building construction and placement.

**Can I move my router?** Once our technicians have placed your router, we recommend you do not move it. Please contact us if you need to move your router to a different room. A technician visit fee may apply.

**How do I connect to my wireless network?** Your WiFi SSID (the name of the wireless network as it appears on the device you are trying to connect) and WPA Key (password) are located on the router. To connect to your WiFi, first make sure the wireless feature on the device you are using is turned on. Next, find your network (WiFi SSID) and connect your device to the signal. Enter your password to complete the connection.

**Is there a limit on data usage?** There is no limit on the amount of data you can use each month.

**What download speed am I getting on my new device?** You can quickly find out the download speed of your connected device by conducting a speed test, search online for internet speed test. To get the best results in running a speed test on your new connection, follow these helpful tips: use the newest device you have available to you, connect your device with an ethernet cable to your router directly, and ensure no other applications are running on your device. Note: If you disable Windows Firewall and any anti-virus software running on the device you may see improved results, but do so at your own risk.

**Why is my device seeing lower than Gig (1,000 Mbps) or 100 Mbps speeds (based on subscription)?**

There are many factors that could contribute to the fact that your device may not be operating at full Gig (1,000 Mbps) or 100 Mbps speeds even though we are delivering that speed to your doorstep.

You'll get the highest connection speed possible when you connect your device with an ethernet cable to your router. Wired connections operate with less environmental interference than wireless connections. Wireless connections will never hit maximum subscribed speed. Things that can affect wireless performance include:

- distance (the further you are from the router, the slower the speed)
- placement of the router (ideally the router should be centrally located and on the second floor of a multi-story home)
- construction of your home (the building materials your home is made of can have a negative effect on signal strength resulting in speed reduction—especially thick masonry and metal framing)
- interference from other wireless networks or devices (such as microwaves, cordless phones, baby monitors, Bluetooth devices, wireless mice, fluorescent lights, and wireless surveillance cameras)
- equipment (older devices operate on older wireless standards, which will produce slower speeds)
- the quantity of devices connected because all devices share that one pipeline (e.g. 100 Mbps is shared among all devices connected)

**What does 2.4GHz and 5GHz mean and what is the difference?** The router provided has two different bands of WiFi—5GHz is 802.11ac certified and 2.4GHz is 802.11n certified. To reach speeds in excess of 100 Mbps your equipment will need to meet the newest WiFi standard, which is 802.11ac, slower devices should be placed on the 2.4GHz band, and newer, faster devices should be placed on the 5GHz band.