

HTC Connects FAQ for Wireless

- **Do I need a wireless router:** *If you answer yes to any or all of the following you would want to install a wireless router. If you have a laptop, more than one computer, a tablet/iPad, smart phone(s) or any internet capable TV/devices.*
- **What is the difference between a wireless router and a switch:**
 - Router- *used as main Internet connection behind dish, to allow connection to be shared on multiple devices. Most commonly used is a wireless router which allows for wireless and wired connections.*
 - Switch- *more wired ports that expand the capacity of an existing router.*
- **What are the top 2 routers/uses:**
 - Air Router – *All around good, speed & stability*
 - AirHP Router – *Better long range/large home & small business*
- **Where is the best location for my modem/router:**
 - *You will want to think of where the Internet is most commonly used in your home. * High Internet usages include streaming video, large downloads, using multiple devices and home offices.*
 - *If there are multiple locations with large usage you may want to look at the most central location of your home. If you have a large/long home and have your connection set up at one end you will see a decreased signal at the other end.*
- **Why I may see a difference in my speed:**
 - *Most accurate test will be from speedtest.hbci.com.*
 - *Distance from our office to location can result in loss of speed.*
 - *If you have a wireless router you may see a decrease in speed from the added connection point.*
 - *With multiple devices running at the same time, using your internet connection, you will be sharing the available speed between all devices and you may see a slowdown on the connection.*
 - *How many programs you have running that connect to the internet (msn messenger, internet gadgets...etc.) will take away from your speed.*
 - *If you are connecting more than one building (an outbuilding) and have a repeater, this and the distance will show a decreased speed with that connection.*
Your computer says its connected at 100mb but speed test says 3mb... if you are using a modem/router your computer will tell you how fast your computer is connected to the router (100mb), this also applies to your wireless connection speed to your wireless router.
The speed test tells you what you are actually connecting to the Internet at.

Internet Trouble Shooting

- *Confirm the power lights on your power supply (PoE) are lit.*
- *If they are not lit, shut down your computer and unplug the POE and/or router from the power source (power cycle). Leave unplugged for 5 minutes.*
- *Plug the power back in and restart your computer, wait a few minutes for everything to sync back up.*
- *Try again to connect to the internet.*
NEVER USE THE RESET BUTTON ON YOUR ROUTER. *This will remove all settings in the router and it will then need to be reconfigured.*
- *If the previous does not restore your internet connection then you will need to contact our office for further trouble shooting or to dispatch a technician.*

24/7 Help Desk - 507-886-4357(HELP)