



# Ready for Speed? Get the Most Out of Blue Stream's Fiber Network!

**Managed WiFi Plan:** With our Managed WiFi plan, you will get the latest, most advanced business-grade router with 24X7 remote monitoring of your home network and nightly, automated Health Checks. The Blue Stream Fiber Smart Home App which is coming soon, will allow you to monitor and control your home network whether at home or on the go.

**Home Advantage Plan:** If you opt for the Home Advantage package, you get everything in the Managed WiFi plan plus a mesh extender which improves overall WiFi performance throughout the home and overcomes WiFi challenges like signal interference. If you need more than one mesh extender, they can be leased for a small additional fee. The Home Advantage Plan also includes comprehensive service protection for repairs and/or replacement to your wiring and equipment.

**Use Your Own Router:** If you choose to use your own router to provide your own in-home WiFi service, please make sure router is relatively new (within the last 3 years). This will ensure you are able to take advantage of the faster speeds Blue Stream provides.



# Optimizing Your Home's WiFi Network

## Reduce interference

Cordless phones, baby monitors, microwaves, wireless game controllers and other appliances can interfere with your signal. When using wireless devices in your home, be sure to maintain your distance from devices that can interfere with your home's WiFi signal.

## Avoid physical barriers

- Our technicians will place the Blue Stream router in the best place in your home to ensure optimal WiFi signal. We recommend keeping the equipment in its original place. Moving the equipment after install can cause problems with your WiFi.
- If you install your own router, be sure to avoid using your device near brick, steel framing or concrete walls, which can absorb the WiFi signals.
- If using your own router, be sure to place the router higher up and in the open. This could make a difference to your wireless signal.

## Your device matters

iPhones, iPads, notebooks and Android devices often work with the latest networking standards. Depending on the age of your devices, they may not be compatible. However, if your devices are more than three years old, you may be able to switch to the newer standards to ensure stronger signals and faster speeds.

## Having trouble with your WiFi?

1. Try unplugging the power from the ONT. Wait 2 minutes and then plug the power back into the ONT
2. If you have a surge protector, make sure it is plugged into an active power outlet and that it doesn't need to be reset or replaced.
3. Reboot your computer. Many computer problems are resolved by shutting down and restarting your computer.

