

Connecting to the MetroNet Wi-Fi Network

To connect to the Timbercrest provided, MetroNet ZyXEL Wi-Fi router, use the Wi-Fi network settings on your wireless device (laptop, tablet, printer, cell phone, etc.) to connect to the router. The name of your router (SSID or Service Set Identifier) and the password can be found on a sticker on the back of the router. The router provides two Wi-Fi networks. One is 2.4 GHz (gigahertz) and the other one is 5 GHz, which is the SSID with the suffix _5G. A GHz measures electric frequency and is a billion cycles per second. A 5 GHz network is faster than a 2.4 GHz network. Note: A 5 GHz wireless network is not the same as 5G cellular phone service. It is possible your computer can only connect to the 2.4 GHz channel. In this case, the 5 GHz channel will not appear in the list of available networks.

After connecting your wireless device to your router, use the website speedtest.net to check the Internet speed. On the website, click/touch the GO button. Three results will be displayed. 1) Ping is the time in milliseconds (ms) it takes for a small data set to be transmitted from your device to a server on the Internet and back to your device again. The lower this number the faster the connection. 2) Download is the maximum speed in megabits/second (million bits per second: Mbps) of data that can be downloaded from a webserver to your device. 3) Upload refers to the maximum speed data can be uploaded to a webserver from your device. Recent testing with an iPad, showed both the download and upload speeds on the 5 GHz network were slightly more than 100 Mbps with a ping time of 10 ms. On the 2.4 GHz network, the download and upload speeds were around 80 Mbps with a ping time of 12 ms. With Timbercrest's basic 5GHz, fiber optic, MetroNet plan, your speeds should be 100 Mbps for both download and upload. Note: The speed you get may depend on the CPU speed of your device and the distance from your router and will vary somewhat from time to time during the day depending on other network traffic at the time. Note: desktop computers can be connected via a network cable to the router which results in the fastest times, but this is not possible for wireless devices.

While 5 GHz is faster, it has a somewhat shorter range than 2.4 GHz. If your home is larger and your router is at one end, placing it on a stand, bookcase, or dresser rather than the floor may improve the signal strength at the opposite end of your home. If the signal is still weak at the farther distance, try connecting to the 2.4 GHz network.