

FAQ



ROUTER & TELEVISION

Router Troubleshooting

What are some helpful pointers when using Wi-Fi?

Place your router in a centralized location in your apartment to ensure accessibility. Try to maximize signal strength by eliminating obstructions - Physical obstructions between a wireless device and an access point can absorb or deflect the wireless signal resulting in poor signal strength. Common obstructions are walls, floors, furniture and appliances.

How can I access my internet service?

To access your Upstream Internet service, you will need to connect your computer or router directly to the Ethernet port in your unit. Plug the Ethernet cord into the WAN port on the Wireless Router.

How can I make sure I'm getting the most of my internet service.

Make sure you have a gigabit ethernet router so it can support your internet package. Make sure your router can support the most current Wireless AC or N standards. Our internet delivery method is compatible with all 802.11 a/b/g/n/ac standard Wi-Fi Routers.

How do I run a speed test?

You may conduct a speed test at any time of the day. Simply go to www.speedtest.net and choose the test server closest to your geographic location. In order to get the most accurate reading, please ensure that you are hard wired to the Ethernet port in your unit. Note: If you do a speed test over Wi-Fi, your internet speed can decrease up to 30% using a Wireless Router.

If you need a new router, here are a few recommendations (not requirements) that have had good results:

- **Netgear** (AC750, AC1000 or AC1200 series)
- **D-Link** (AC1200, AC1900 or AC2600 series)
- **ASUS** (AC66U, AC88U, AC1200, AC3100 or AC530 series)

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What can I do if my internet is slow?

If your internet is slow, try rebooting your wireless router. To do this, turn off the computers connected to it. Unplug the power cord to the wireless router. Wait 3 minutes. Plug the power back into your router, wait 3 minutes then power up your wireless devices.

What can I do if my Wi-Fi isn't working properly?

Contact your router manufacturer's tech support department for troubleshooting help.

Television Troubleshooting

How do I run a channel scan?

Check out this video: <https://www.youtube.com/watch?v=QCTUC48uXZM>

General Information

What are Upstream's current Customer Service hours of operation?

Hours of Operation: 7 days a week, 24 hours a day, and 365 days a year.

- Chat us online at www.upstream.network
- Call us at 844.55.STREAM (844-557-8732)