Fiber Optic Services

Installation & Billing FAQ's

Q: What does the fiber technician do when he comes to my home?

A: We install an IMG (Trailwave equipment) to the outside of your home, as well as a CAT5 jack inside your home. We require the location of the CAT5 jack to be within 50 feet of the IMG. The CAT5 jack is a baseboard jack and we do not fish the wire inside the walls. The Trailwave wall jack must be on the same level of the home as the IMG.

Q: How will I know the service has been activated?
A. An activation notification will be sent via email.

Q: After the Trailwave service is activated, how do I connect my computer to it?
A: The following steps will walk you through connecting to the Trailwave service if you are currently connected to DSL using a DSL modem and wireless router.

Step 1: Power off computer.

Step 2: If you are currently connected to DSL, remove the modem & the phone & power cord.

Step 3: Remove the Ethernet cable from the modem and plug it directly into the Trailwave phone jack.

Step 4: For a <u>hardwired connection</u> (from your computer directly to the Trailwave), plug one end of the Ethernet cable into your computer and the other end of the Ethernet cable into the Trailwave wall jack.
For a <u>wireless connection</u>, plug one end of the Ethernet cable into your wireless router and the other end of the Ethernet cable into your Trailwave wall jack. Please contact your router manufacturer if you require technical support with your wireless network.

Step 5: Power up all equipment and enjoy your new Trailwave Service! We are happy to have you on the "Trail!"

Should you have questions and need additional technical support with your Trailwave, you may contact **Habersham EMC** Technical support directly at (800) 640-6812.

Q: How will my first month's bill look for Trailwave?
A: <u>We bill 1 month in advance and we pro-rate the service for the days you had Trailwave during your current billing cycle.</u>

Q: Does Trailwave provide or sell wireless routers?
A: No, we do not sell wireless routers. We are also unable to support 3rd party products
(ex.: Linksys, Belkin, D-Link, etc). If you are confronted with any technical issue with your router that is preventing internet connection, please consult with your router manufacturer's technical support for troubleshooting once confirming there is internet connection from the CAT5 wall jack installed specifically for Trailwave. We leave it up to the member to choose which router they would like to purchase from the store of their choice.

Q: What is the difference in the different types of router?
A: There are many brands on the market that you may choose from but quick rundown on the different types of routers are listed below:

802.11g can handle Trailwave up to 50 megabits of data per second.
802.11n reportedly can achieve speeds as high as 140 megabits per second.
802.11ac can handle Trailwave up to 1 gigabyte

To reap the benefits of an 802.11ac wireless router, you will need to run client devices on it that also support the faster specification, and this means either buying computers that already have 802.11ac as part of their configuration, or buying USB adapters that can be used to connect to the 802.11ac wireless router at a faster rate than 802.11n.

Q: How do I connect my wireless router and what settings do I need to configure to the router when using Trailwave fiber optic connection?
A: As long as all devices (laptop, tablet, game consoles, etc.) have wireless adapters, several devices can use one router to connect to the Internet. You will need to run a CAT5 grade Ethernet cable from the wall jack to the WAN/Internet Port of a wireless router. Please refer to your manual for your router or contact your router manufacture's technical support for further instruction.

Q: If I have problems with my wireless network, who do I contact?
A: If you are having problems with your wireless network, please refer to your router's manual or contact the wireless routers manufacturer for technical support.

Q: Am I able to have a Static IP Address with Trailwave fiber optics?
A: Static IP addresses can be assigned for business class service only and are available upon your request with your Member Services department at (706) 754-2114.

Q: Do I need to enter a user name and password in order to connect to Trailwave?
A: If your computer is directly connected to the CAT5 jack that we installed in your home, a password is <u>not</u> needed in order to connect to the internet. The only password you would need, would be if you have set up a secured connection via your wireless router. If you are connecting via wireless router, a Network Key (password) will need to be entered on each device to connect to the network that you have created, if the router is configured with a WEP/WPA/WPA2 encryption. If you have any additional questions regarding your wireless router, please contact your routers manufacturer for more information or refer to your wireless router manual.

Q: How will Dish Network or Direct TV work with the Trailwave Connection?
A: Please contact your Dish provider for more information.