

Getting to know our equipment.

Our service runs on what is known as microwave radio transmission. What this means is that we install a radio onto your home, whether that be on the roof, or on the side of the house that interacts with one of our access points in your area via microwaves.

In order to get you our service, we run a CAT5E cable from the radio on the roof (or side) into your home. This cable is then plugged into what is known as a PoE or (Power over Ethernet) adapter. The PoE is plugged into the WAN (blue) port of your router which ensures a handshake between your radio and your router. There is also the POWER side of PoE in this case the PoE has a power port that requires a 24 V power supply, that we include as part of your installation. You must make sure that your PoE is steadily powered by this 24 V power supply, and not the 9V power supply that should be plugged into your router.

Which leads me to the next piece of equipment, the router! The router we include as part of your service has a total of 6 ports, one is for your power, one is your WAN port (where your PoE is plugged in), and 4 are what are known as LAN ports. LAN ports allow you to do what we call "Hardwired" connections via an ethernet cable. We recommend hard wiring, any important devices such as what you use to stream on whether that be a TV or Streaming Stick, work computers, security systems (if possible), and even gaming computers. The reason we recommend you do this is simply because a hardwired connection is proven to be more reliable, and will often give you the highest amount of bandwidth, and lowest possible latency. Any speeds guaranteed by Lobo Internet are on a hardwired connection.

Now that you know about hardwired connections, lets talk about WiFi. WiFi also known as wireless fidelity is a facility allowing computers, smartphones, or other devices to connect to the Internet or communicate with one another wirelessly within a particular area. WiFi generally operates on two different

bands, 2.4Ghz, and 5Ghz. The router that we have provided you provides WiFi on the 2.4Ghz band, we recommend that you keep your WiFi on the 2.4Ghz band, because our radios operate on the 5Ghz band, plus the added benefit of the 2.4Ghz band is the fact that it has longer range than the 5Ghz band. WiFi works based on your proximity to the router, so keep this in mind if you have plans to do multiple devices on WiFi from rooms across the house, or even outside the home. There are ways to increase the amount of WiFi in the home, but we will get to that in a second. The devices that operate best over WiFi are smartphones, tablets, and smart assistants (google home, amazon alexa, etc.).



There is one thing on the router that you should never touch, and that is the reset/wps button. Once you hit the reset button you are factory resetting your router, which means all of the information that we have put into the router itself that allows traffic to pass through it via your radio is then wiped. You'll notice that this button has 2 purposes, both RESET, and WPS. If you have a wireless device that is asking you to press the WPS button please refrain from doing so, this is common in things such as wireless printers, security cameras, and more.

We recommend that you reach out to the manufacturer of the device you are attempting to connect and get their advice on how to set up the device manually. Each router should have a sticker on it that says "DO NOT TOUCH RESET BUTTON." Follow that rule, and it should be smooth sailing.



How to improve WiFi coverage in your home

One of the best, and easiest things to do is make sure that your router is centrally located, and as high up as possible.

If you have a device that you can not feasibly hard-wire due to it being either far from the router, in another room, etc. We recommend trying a powerline ethernet adapter, essentially what these do is allow you to “Hardwire” via the houses electrical wiring. There are many different powerline adapters to choose from, however we recommend going with the TP-Link AV600. This is a great adapter for it’s price, and it’s also quite simple, just plug it in, get your ethernet cables plugged in, and you’re good to go.



We also recommend a slightly more expensive model, due purely to the fact that it works as a passthrough, and you can plug other devices into the adapter itself. This device is known as the TP-Link AV2000.



We do not recommend using things such as range extenders in the home, because they create an unnecessary amount of what is known as signal noise. This can cause interference with the rest of your internal network if not properly configured.

Another thing to watch it for are WiFi printers. WiFi printers often name themselves after your internal WiFi network. This can be bad for multiple reasons. The biggest and most poignant reason is that if you have two WiFi networks under the same name then your wireless devices can get confused and attempt to attach themselves to the incorrect network (the printer). We recommend only using your WiFi printer whilst printing, and shutting it down when it is not in use. Another thing to watch out for when setting up wireless printers, is the use of the WPS button on the router. As stated previously the WPS button, and Reset button are one in the same, and if pressed will reset your router.

Programs we recommend

1. The Vigorous anti-virus that even the free version of is fantastic. AVAST Antivirus Free. Avast is filled



to the brim with bonus features, and has a very highly rated antivirus engine. Plus if you feel that you need more you can always upgrade to the premium version for even more internet security related features.



2. A second choice for a more focused anti-virus is Kaspersky, which boasts an even higher rating from lab tests but comes with far less features.

3. The web browser that we recommend using is Brave. Upon using Brave for the past year or so we have found it to be one of the best options, not only for its ease of use, but for its privacy, and security settings.



Brave is a Chrome based web browser, so if you are used to using Google

Chrome you’ll already be used to it. What Brave offers that google doesn’t however is a built-in ad and tracker blocker, and the option to use Duck Duck Go as your main search engine.

Allowing you to keep your browsing private, and secure all at the same time.

4. As far as email programs go we recommend using Mozilla Thunderbird. Thunderbird is a free email application that’s easy to set up and customize - and it’s loaded with great features and is a great alternative to microsoft Outlook.



How we bill for our service and ways to pay

We bill monthly for our service on a net 25 basis. What this means is that your bill is technically due by the 25th of each month. We also bill one month in advance. An example of this is say you were to start your service on the 14th of May, well your first invoice would reflect what was left of the month of may (pro-rated), and the entire month of June, and then June’s invoice is for service for the month of July, and so on, and so forth.

We also have multiple ways that you can pay for your service. We have an online payment portal at lobo.net under the “Pay Bill” tab at the top right corner of the site. We can take the payment over the phone at 505-832-4444. We also accept checks via the post.