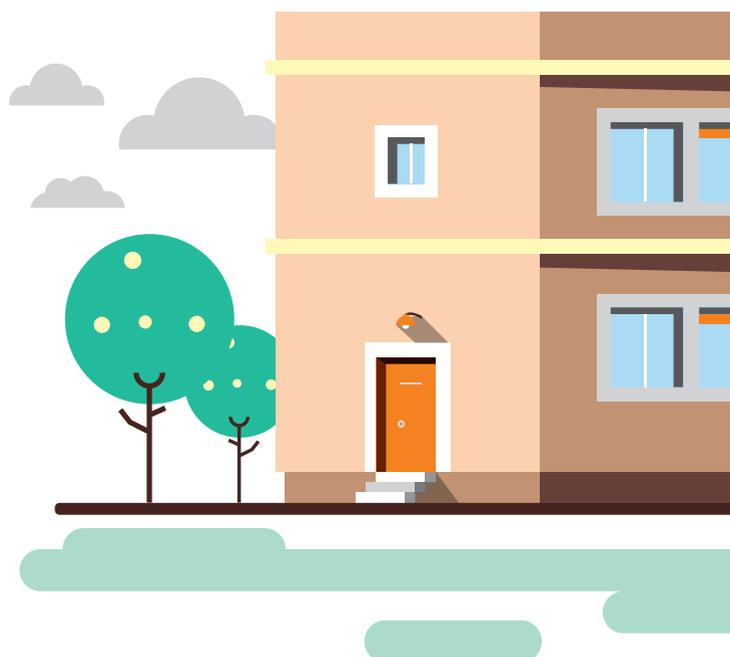


# Wi-Fi Coverage

2018



**The strongest internet  
for mobile and home**



If you require any  
**assistance**

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## Contact

For Fiber: **1660** or **064621660** from other networks

For ADSL: **1214** or **064608888** from other networks

For IEW 4G: **1777** or **0777700177** from other networks

or visit our website [www.orange.jo](http://www.orange.jo)



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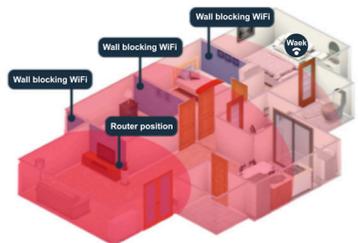
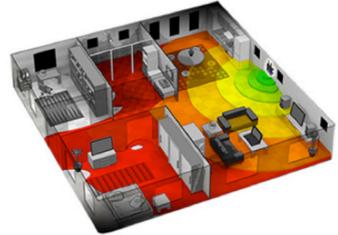


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# Wi-Fi coverage (radio waves) is impacted by:



- Distance from Wi-Fi transmitter (antenna)
- Walls/partitions
- Height, direction and gain of antenna
- Certain home devices (microwave oven, cordless phone, gaming controller etc.)



# Wi-Fi troubles?

## The 8 most common problems and potential solutions

-  **1** Slow internet speed in certain rooms
-  **2** Slow internet speed everywhere
-  **3** Wi-Fi doesn't reach certain rooms at all
-  **4** No devices can connect to the network wirelessly
-  **5** A particular device can't connect to the network
-  **6** Connection drops at random times
-  **7** Wi-Fi network disappears entirely
-  **8** The network connects, but there's no internet access



# 1

## Slow internet speed in certain rooms

### Potential solutions

- Move your router. Wi-Fi utilizes radio waves, meaning your router broadcasts in all directions from a central location. If your router is in a far corner of your house, you're covering a great deal of the outside area and not enough of your home. The closer you can move your router to the center of your coverage area, the better the reception will be, throughout your house. Moving the Fiber Box needs technical feedback, for more information and assistance, please call any of our customer service numbers on page 2.
- Adjust your antennas, if possible and see what helps. If your house is tall, alternating between fully vertical and fully horizontal positions can help extend its reach in multiple directions.
- Other routers might be interfering with yours. If you live in an apartment building, or any area with a lot of people nearby, changing your router's channel can help. Free softwares like NetSpot on Mac and Windows and Wi-Fi Analyzer for Android can show you every wireless network nearby and what channel they're using. If your router's channel overlaps with nearby networks in particular rooms, consider switching to a less congested channel.
- If none of this helps, your home might be too big for one router to handle. Consider purchasing a wireless repeater, or setting up an old router to serve as a repeater or second access point, to extend the range a bit more.



## 2

## Slow internet speed everywhere

### Potential solutions

- Try plugging your laptop into your modem directly and see if the speed is still slow, using a site like speedtest.net. If speed is way down, the problem is likely with your internet connection, not your router. Contact your ISP.
- If that's not the issue, consider changing the channel on your router. Free softwares like NetSpot on Mac and Windows and Wi-Fi Analyzer for Android can show you every wireless network nearby and if yours overlaps with nearby networks that could really be slowing you down. Consider switching to a less congested channel.
- If the problem persists, the router might be dying, which sadly does happen. Consider changing it to a new one.



## Potential solutions

- Move your router. Wi-Fi utilizes radio waves, meaning your router broadcasts in all directions from a central location. If your router is in a far corner of your house, you're covering a great deal of the outside area and not enough of your home. The closer you can move your router to the center of your coverage area, the better the reception will be, throughout your house. Moving the Fiber Box needs technical feedback, for more information and assistance, please call any of our customer service numbers on page 2.
- Adjust your antennas, if possible and see what helps. If your house is tall, alternating between fully vertical and fully horizontal positions can help extend its reach in multiple directions.
- Other routers can interfere with yours. If you live in an apartment building, or any area with a lot of people nearby, changing your router's channel might help. Free softwares like NetSpot on Mac and Windows and Wi-Fi Analyzer for Android can show you every wireless network nearby and if yours overlaps with nearby networks in particular rooms you should considering switching to a less congested channel.
- Consider purchasing a home connection device like a range extender, to extend your network a bit more.

**4**

## No devices can connect to the network wirelessly

### Potential solutions

- Plug your laptop into the modem directly using an Ethernet cable and see if you can connect that way. If this works, your Wi-Fi is the problem — but if it doesn't, then your internet connectivity may be down. Contact your ISP.
- If setting up your router from scratch doesn't help, the router might be dying, which sadly does happen. Consider changing it to a new one.

**5**

## A particular device can't connect to the network

### Potential solutions

- Maybe it's just a momentary problem. Try turning off the Wi-Fi on your device, then reconnect it again. Alternatively, unplugging the modem and plugging it back in, 30 seconds later.
- If that doesn't help, or the problem reoccurs, consider deleting your current network from the list of saved networks on your device, then reconnecting again.
- On Windows 10, search for “Wi-Fi troubleshooting” and open the result “Identify and Repair Network Issues.” This will go through a series of diagnostics that may restore connectivity.

- On macOS, you can run Wireless Diagnostics. Hold the Options key and click the AirPort (Wi-Fi) icon on the menu bar. Find “Open Wireless Diagnostics” and then follow the on-screen instructions.
- Last, should this all fail, try rebooting your device.



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## Connection drops at random times

### Potential solutions

- Is there some sort of pattern? For example, do connections drop whenever you use the microwave? It may sound weird, but some routers have trouble with this, especially on the 2.4 Ghz frequency and especially if you’re using an older microwave with shield problems.
- Other routers can interfere with yours and if your neighbors are heavy Wi-Fi users at a particular time each day, this could be slowing you down. Changing your router’s channel might help. Free softwares like NetSpot on Mac and Windows and Wi-Fi Analyzer for Android can show you every wireless network nearby and if yours overlaps with nearby networks in particular rooms you should consider switching to a less congested channel.



7

## Wi-Fi network disappears entirely

### Potential solutions

- It's possible that your router reset itself. Do you see an unprotected network named after your brand of router? That might be the router. Plug an Ethernet cable into your router, then use the guide to 'Setting up a wireless router' to get everything properly configured again.
- If you don't see such a network, plug your laptop into the router with an Ethernet cable and see if you get a connection. Use the installation guide to find your router's IP address and login information.



8

## The network connects, but there's no internet access

### Potential solutions

- Try resetting your modem by unplugging and plugging it back in. If that doesn't work, try also resetting your router the same way, assuming it's a separate device.
- Connect to your router with an Ethernet cord. If this works, then the router is having a problem and may need to be reset. If there's still no internet, though, you may have an outage. For more information and assistance, please call any of our customer service numbers on page 2.