High-Speed Wireless Internet Service Guide

tether

Connecting You to a World of Possibilities.

We are proud to bring you the latest in high speed wireless Internet. This booklet will provide you with basic information about your new equipment and service.

Your Online Account

Our online Customer Service portal can be reached at my.tetheralberta.com/login
This website can be used to:

- View information about your account
- Pay your bill or change your payment method
- Report a customer service issue

When you signed up for service, you received an email asking you to create your online account on this site. If you do not remember your login or password information, instructions are available to recover.

Your Monthly Bill

Your invoice will be emailed to you every month. Your credit card will automatically be charged each month, using the credit card you provided, on the date specified in your contract.

You do not have to log in to pay your regular monthly bill, however, if you want to change to a different payment method, you can do this using the Customer Service portal.

Having Internet issues?

You can use the Customer Service portal to find helpful troubleshooting tips or to report a problem with your service. Simply log in at: my.tetheralberta.com/login and visit the FAQ section, under the Support tab for a few useful tips.

Technical Support Representatives can be reached 7 days a week, from 8am - 8pm local time, with the exception, of major holidays by **phone at 1-833-948-3086**.
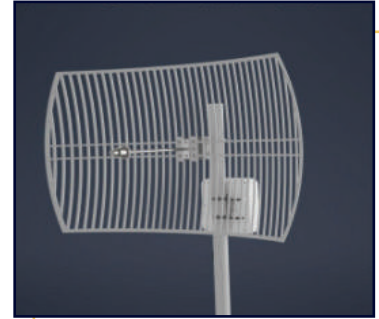
Your Equipment
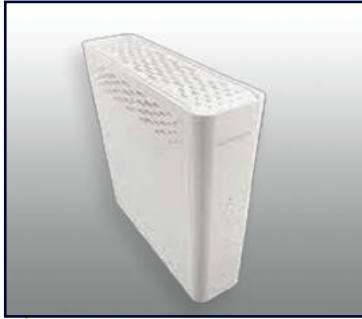
Network Terminal

Wireless Router
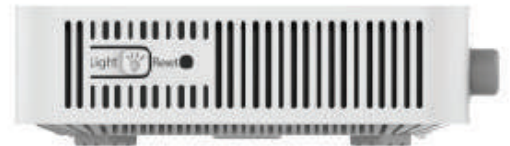

Wireless Antenna

Network Terminal Use

Rear of network terminal includes:
- On/Off Switch
- Power Connection
- LAN
- PON

The side of the network terminal has a reset pinhole. To reset the terminal, use a small object to press the pin for 10 seconds.

Get the Most Out of Your Device

You may, at your discretion, choose to move your equipment, provided you have the appropriate cable (minimum Category 5e). Should you choose to move your equipment, it is important to consider placement. Avoid placing your equipment in closets or behind furniture, as any obstacles will impact the strength of the Wireless signal.

Wireless signal strength may also be impacted if you choose to replace the Wireless Router.

Your Wireless Access Point (WAP) is a dual band 2.4G and 5G.
TIP: Use the 2.4G on devices on other floors and the 5G on devices that have a line of sight and near distances with the WAP.

It is always important to secure your device, be sure to change your WAP password to prevent the threat of potential hackers.
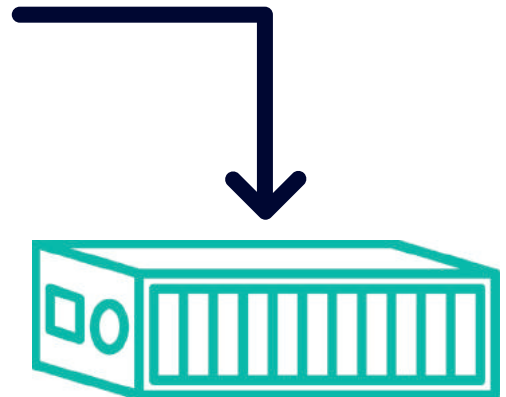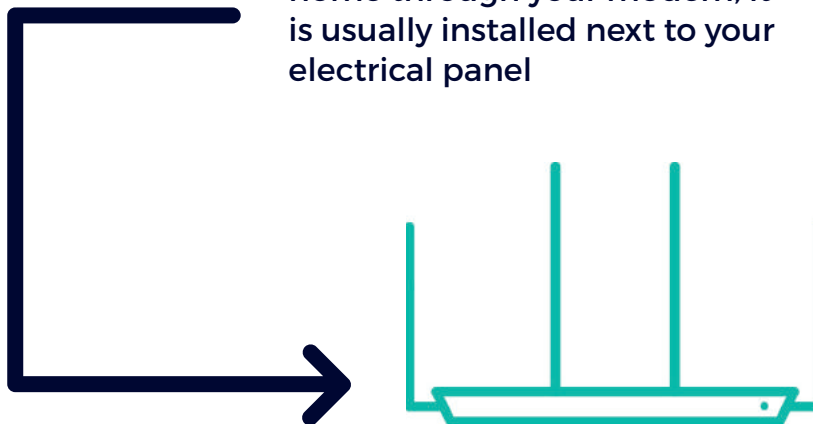
How You Get Connected
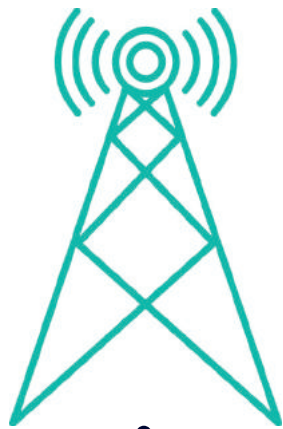
The signal comes from one of our wireless network towers

The antenna, which is attached on either your roof or the side of your house, will be the main access to the wireless signal
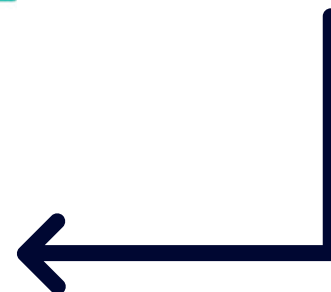
A connection is made into your home through your modem, it is usually installed next to your electrical panel

Your router is where your wifi comes out of. Place it in a central, open space for the best wifi coverage

Your devices can now connect to your new high speed wireless Internet

Frequently Asked Questions

How is wireless different from Fiber?

A wireless Internet connection differs in many ways to fiber. Most notably these changes range from the speed you will receive to the cost of your Internet services. Wireless is an inexpensive way to get fast Internet connections without the need for heavy installation to a network and can be provided at a much greater distance then fiber can reach.

How secure is it?

While wireless networks are less secure than a wired network, there are things you can do to increase your security such as: Changing your network password frequently, keeping your router up to date, setting up a guest network, and securing your devices.

How far does the signal reach?

The signal strength will be dependent on your location in the house, and how many walls/objects are between you and the wireless router.

If I move, can I take the equipment with me?

Yes, if your new home is within range of the wireless signal, it will still work. Some additional installation may be required.

How much does it cost?

There is a one-time installation fee of $225, and the monthly payments depending on your plan.

What speeds can I expect?

You can expect speeds at or near the speeds determined by your plan. These speeds will depend on several factors such as: your location to the tower, the speed availability of your devices, your proximity to your router, etc.

How reliable is it?

Wireless signals are reliable but are dependent on a couple factors, such as: too many users on the network at peak times may cause some speed slowing, adverse weather conditions may cause outages, your devices proximity to the router etc.

Does weather affect it?

Yes, strong weather that could interfere with the equipment or signal will effect the strength.

What can I expect for setup and installation?

Installation will involve our crew coming to attach the wireless antenna to either the side of your house or the roof (whichever provides the best signal), and then making the connection to your house. Setup is easy as plugging in your router and connecting the wifi to your devices.

Internet Connectivity Troubleshooting Tips:

Power Cycle Your Equipment
Restarting your equipment is often the quickest way to solve Internet connectivity problems.

1. Unplug the power cord from your Network Terminal.
2. Unplug the power cord from your router.
3. Wait at least 30 seconds, then plug the power cord back into your modem.
4. Wait a few minutes until the Network Terminal comes back online.
5. Plug the power cord back into your router.
6. Restart your computer.
7. Test your Internet connection.

Check Your Wired Connections
It's possible that one of your cables or cords is unplugged, loose, or damaged.

1. Check to ensure that all cables and cords are securely connected.
2. Check the length of each cable for kinks, cuts, or abrasions. Replace damaged cables, if any.

Resetting Your Wireless Router
Restarting your equipment is often the quickest way to solve Internet connectivity problems.

1. Find the reset pinhole.
2. Use a pin to press the reset button for 10-seconds.
3. If the indicator light on the router is green, it means you are connected to the Internet.
4. Test your Internet connection.

Resetting Your Wi-Fi Password
By typing your IP address into your browsers search bar, it will bring you to your WAP web portal.
From there you are able to change your network name, password, and settings for your device.

Your Information

Change SSID/Password: _____

ONU Serial Number: _____

Default SSID/Password: _____

Default IP/Domain: _____

Contact Us
Customer Support Portal: tetheralberta.com/support
Account Management Portal: my.tetheralberta.com/login
Call: 1-844-905-0699

VALO NETWORKS

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