



KCOM

**Your guide to
getting the most
out of the internet**



kcomhome.com/lightstream



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Welcome to Lightstream from KCOM

We want you to get the most out of your broadband and we're passionate about ensuring its performance is as good as it can be, all the way from the internet to your home.

To help you enjoy the best experience right from the start, we've put together this guide to answer some of the most commonly asked questions and provide tips on what you can do to improve things.

The world has moved on from households with a single computer, connected by a wire to your phone line. Smartphones, Smart TVs and tablets are now commonplace in many homes, with the average household owning more than seven internet enabled devices.

This evolution has brought with it several challenges and the performance of your broadband is affected by lots of things, including:

- > where you put your router
- > the number of devices you're connecting to the internet
- > whether you use Wi-Fi or a wire to connect your devices
- > the age of your devices
- > the size, type and age of your house...
- > ...and even other electrical appliances

KCOM's responsibilities – the bits we do

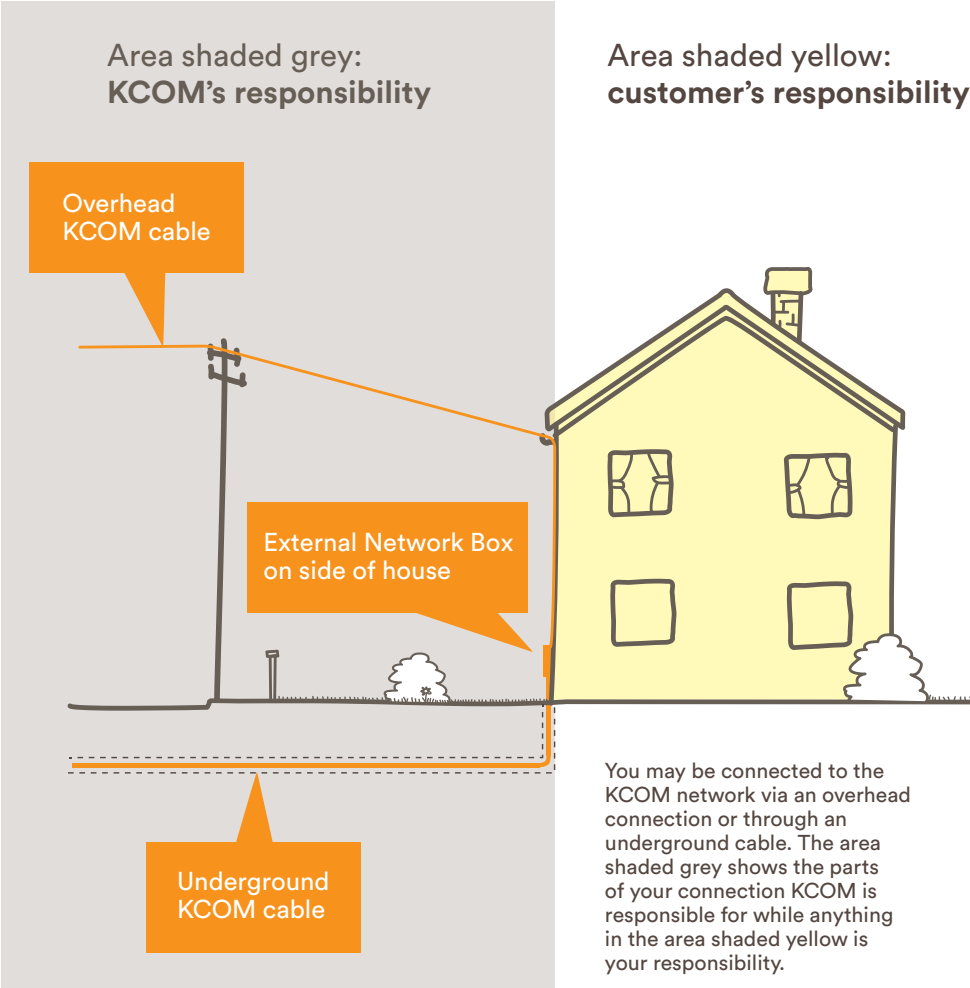
We're proud to deliver ultrafast Lightstream speeds to your front door.

Whether you choose the starter package of 30Mbps, our top speed package or anything in between, Lightstream will deliver the speed we promise to your router, ready for a world class internet experience.

Our team monitor performance 24/7, 365 days a year to ensure the connection to your house is working at its best at all times.

Think of us as you would your water provider and your broadband speed as the water pressure: we ensure the pipes to your house are in complete working order and that the water pressure is exactly what you need.

Our responsibilities:



Your responsibilities – what to consider

Just like your plumbing controls the flow of water in your house, the internet ‘plumbing’ inside your house determines how well your broadband works. This includes:

- > Your router, and its position
- > How your device is connected to your router, i.e. by a wire (Ethernet cable) or Wi-Fi
- > Your internal telephone and broadband sockets
- > The age, type and number of devices you use
- > Other electrical devices in your house (see page 9)

We’ll do our best to help you position your router in the best location for your needs. However, as everyone’s ‘plumbing’ is different, it’s up to you to ensure your in-home set-up is at its best.

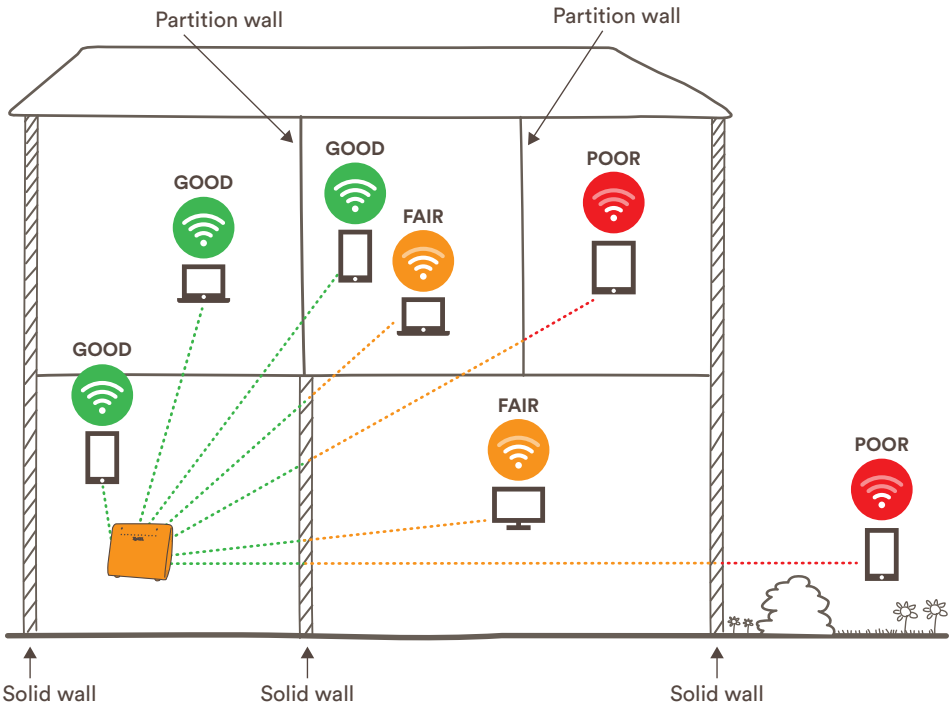


Diagram above shows how the position of your router and the structure of your walls can affect Wi-Fi performance. More details can be found on pages 10-11.

Getting the best from your router

We'll provide you with a router, which distributes broadband throughout your home via wires (Ethernet cables) and Wi-Fi. Our team will advise you on the best place to put it when we install Lightstream.

For as long as your router is under warranty, KCOM will ensure it's kept up to date with the latest software and firmware, so that your connection to the internet remains as smooth and disruption-free as possible. We'll replace it during the warranty period if there are any faults.

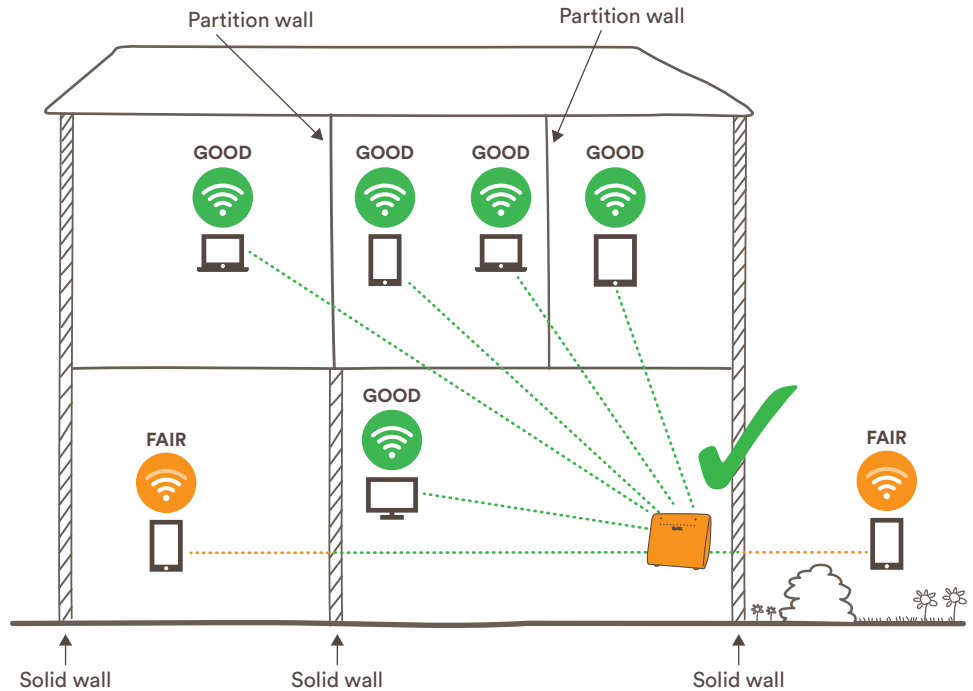
You can connect your devices to your router in two ways – via Wi-Fi or via an Ethernet cable.

However, the speeds you experience will depend partly on where you put your router. Here are some tips on how to get the best out of it.

Where to put your router

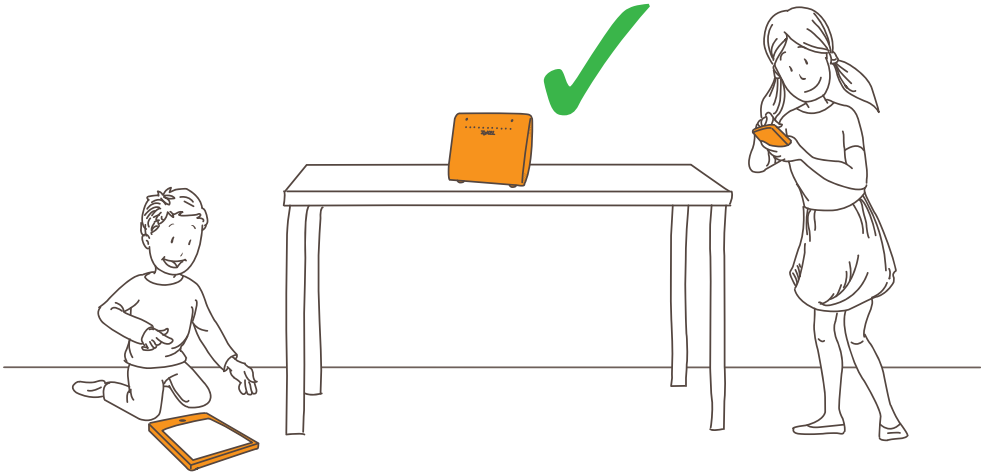
Where you place your router in relation to where you most use the internet is important:

- > We recommend placing your router in a central location in the house, plugged in to your main broadband socket, also called the ONT.

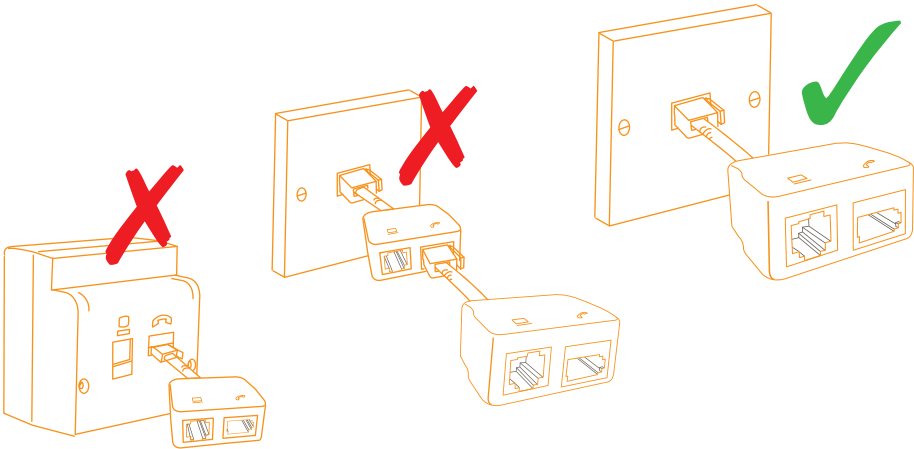


- > Although we recommend fitting the router centrally, it's sometimes best to place the router nearest to where you are likely to use it most. If your needs change and you need to move your router to somewhere more appropriate, please give our team a call on **01482 602555**.

- > Keep your router off the floor, well-ventilated on a solid surface, in the open and ideally away from other electrical appliances



- > If required, ensure your microfilters are fitted correctly – refer to the guide provided with the router for details. Not all Lightstream connections require microfilters – check the guide with your router.



Did you know?

It's best to leave your router switched on all the time. It ensures minimum disruption to your service and keeps your devices connected.

Getting the best Wi-Fi experience

What is Wi-Fi?

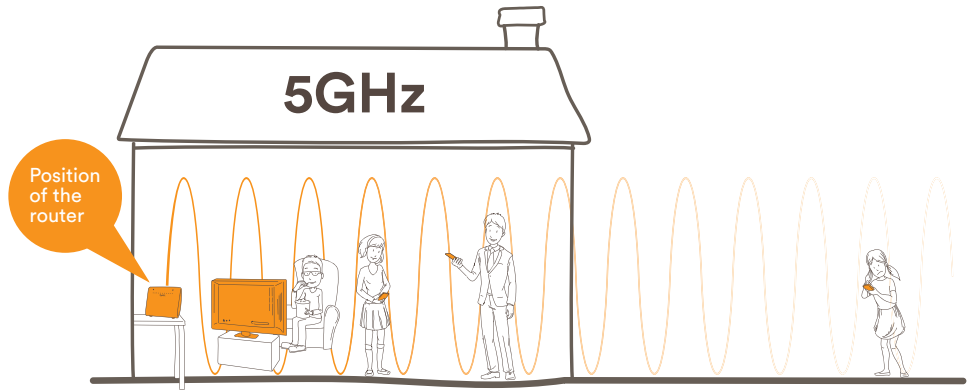
Wi-Fi is a radio signal that allows you to connect your internet device to your KCOM router without wires. Most modern internet devices connect to your router using this radio signal and it's a far more convenient, practical and tidy way to use the internet than by using traditional wires (Ethernet cables).

As with radio signals, the further away you are from the source, or transmitter, the less powerful or clear the signal and the greater chance of interference occurring.

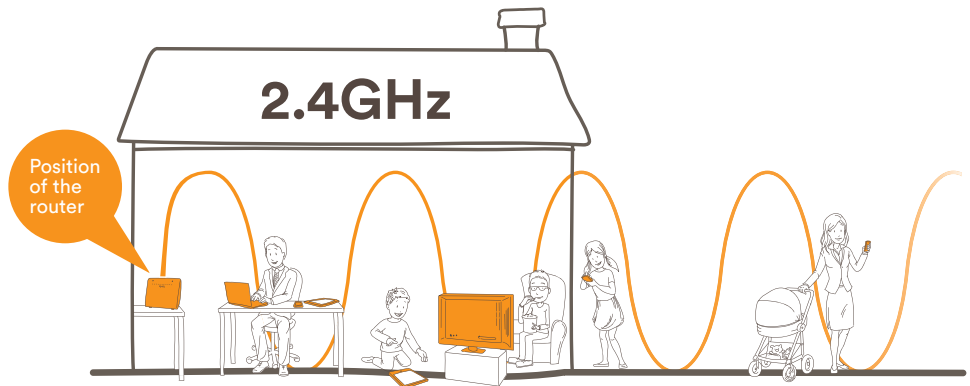


Did you know?

Just like any radio signal, Wi-Fi operates on different frequencies. When you try to connect your device to your KCOM router, you will have the option of two frequencies: a '5GHz' (5G) and '2.4GHz' (2.4G):



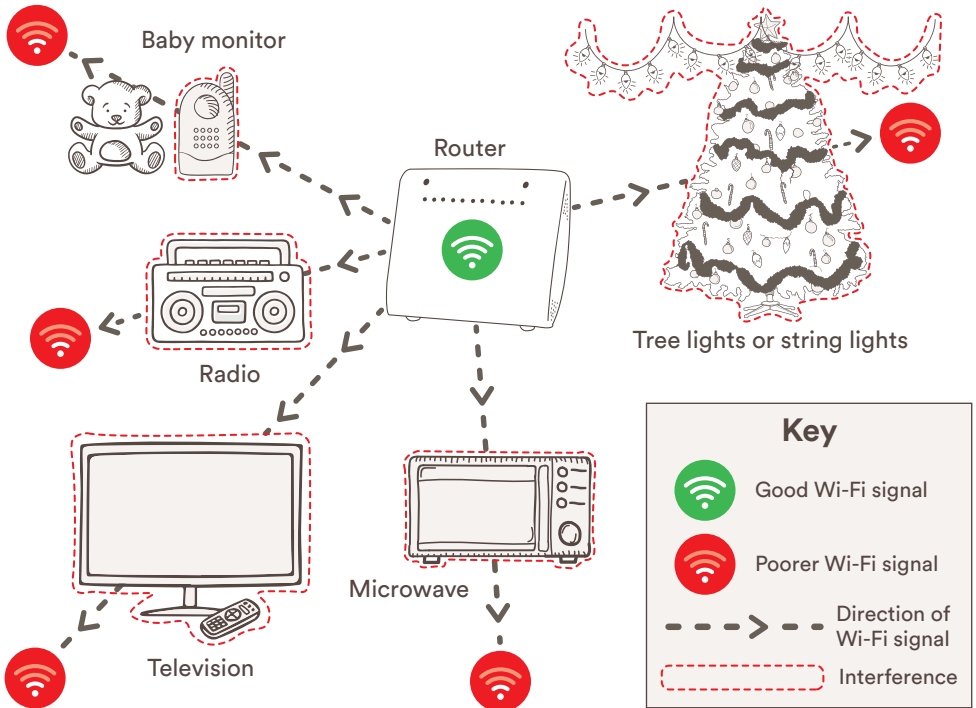
5GHz uses tightly bunched wavelengths that are powerful but may not travel far, depending on what's in their way. 2.4GHz uses long shallow wavelengths that can travel further.



That's why the 2.4GHz network may be available in your garden, or further away from the router, and the 5GHz isn't.

My Wi-Fi isn't working – what can I do?

Just like when you listen to your favourite radio station, interference can disrupt the signal between the source it's transmitted from (in this case, your KCOM router) and your device. Although the standard KCOM router provides one of the strongest available Wi-Fi signals, interference can come from the following:



You can reduce interference in a few ways:

- > Router position: making sure your router is closer to your device and away from the culprits mentioned above will help.
- > Ensuring you're on the right channel (see below for more details).



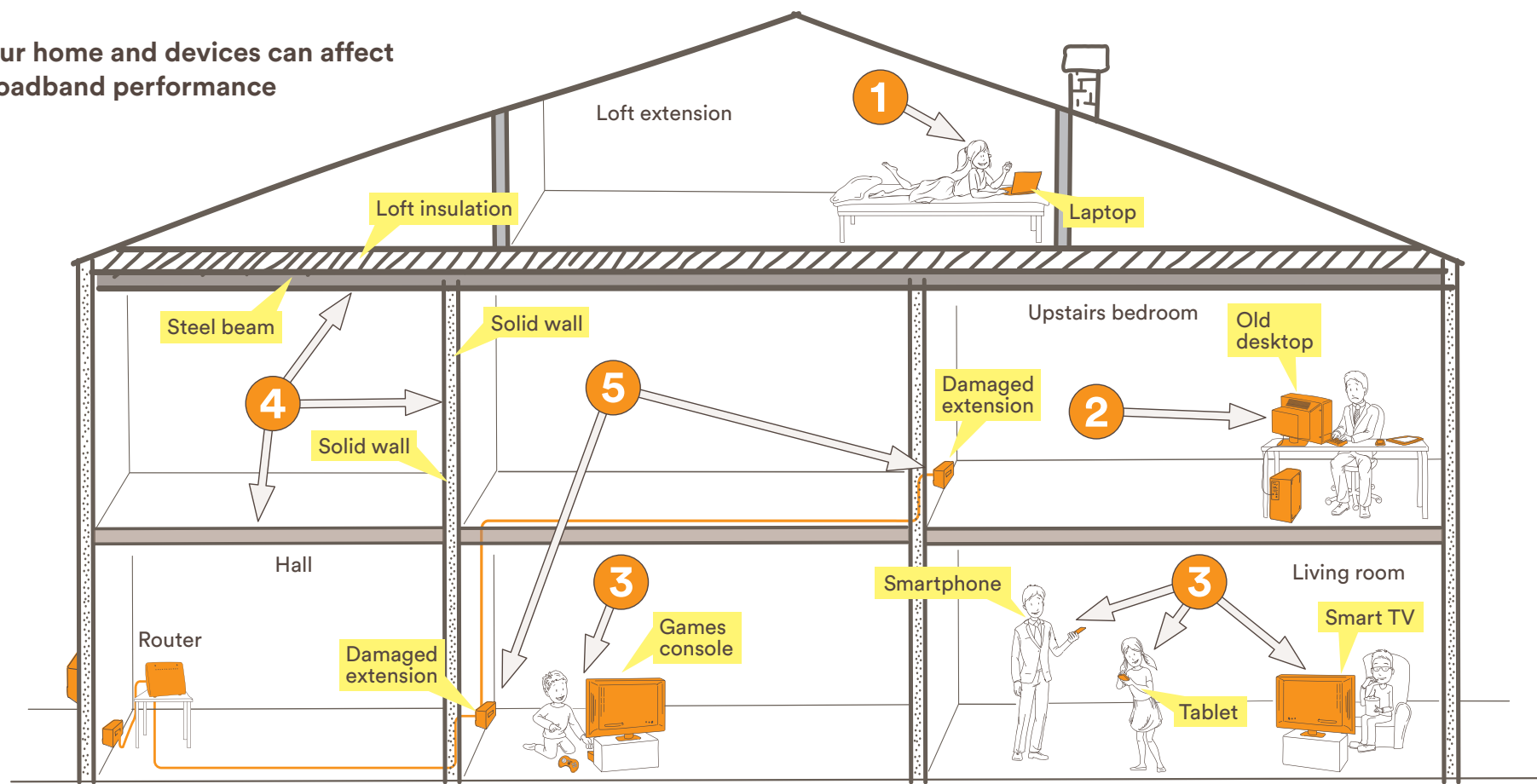
Did you know?

Your router works on one of 12 or 13 Wi-Fi channels.

If your neighbour's Wi-Fi is operating on the same or a nearby channel, the interference from their Wi-Fi may be affecting yours. Changing your Wi-Fi channel may reduce interference to your signal.*

* More information can be found at www.kcomhome.com/support - or if you prefer, call us on **01482 606101** and we'll talk you through it. Please note, we can only help with KCOM supplied routers.

How your home and devices can affect your broadband performance



Problem		Solution	
1	HOUSE SIZE: The speed over Wi-Fi will diminish the further away from the router you are. If you've got a big house, or if you're connecting to a device using Wi-Fi in a room a long way from your router, your broadband will suffer.		Big homes may benefit from fitting powerline adaptors or Wi-Fi extenders, available at many electrical retailers and from KCOM. We can also fit a new extension, move existing routers to a more appropriate place, or add additional access points within your home. If you think you need any of these services, please call on 01482 602555 .
2	OLD DEVICES: If you're using older devices, they may not have the capacity to handle the speeds that are now available via Lightstream, and in some cases can't use one of the frequencies we've mentioned in our 'Wi-Fi' section.		As all devices are different, you will need to refer to your manufacturer for advice on how to improve or upgrade them.
3	MULTIPLE DEVICES: If you're using lots of devices at once, the speed transmitted from your router is being shared between them all. Lightstream has plenty of speed available for lots of devices all at once, but you won't get your top speed to all of your devices at the same time.		Try turning off devices that aren't in use, or, if you need multiple devices to work all at once, consider a package with a higher speed.
4	WALLS AND FLOORS (AND WHAT THEY'RE MADE OF): The composition of your walls and floors will impact how Wi-Fi passes through them. Thick, stone walls, steel beams and loft insulation can dramatically affect the Wi-Fi experience.		Although you can't change the composition of your home, you could take the steps in point 1 to either extend the range of your existing router, or move/install an additional access point that is more appropriate to your needs.
5	INTERNAL TELEPHONE/BROADBAND WIRING, EXTENSIONS AND SOCKETS: Where your router is connected, faulty or absent microfilters and the quality of your internal wiring can affect how broadband works in your home.		We'll ensure your router is connected and working properly before we leave. However, if you're experiencing problems, please refer to your set-up instructions that come with your router.

In-home service

If you need further advice or guidance on our in-home services, further information can be found by visiting our website, or giving our sales team a call on **01482 602555**.

Help and support

If you've taken the advice in this booklet and are still having problems, there may be a problem with the KCOM Lightstream service.

Our technical support team are on hand to help you diagnose and fix connection problems in a range of ways to suit you:



kcomhome.com/support/



01482 606101 (Mon-Fri 8am – 9pm; Sat-Sun 9am - 6pm)



Live Chat



@KCOMhome



@KCOMhome

Your router information

SSID:

Password:

Admin:

Password:

If you'd like to write down your connection details, please keep them safe and secure.



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