

# Before we install...

Welcome! Thank you for choosing Airband as your broadband provider! Check out the few tips and reminders that we've put together below to ensure you're ready for when we come to install our equipment.

## Where will the equipment be installed?

The antennae will be placed on an exterior wall, somewhere high near the roof. The exact location can be discussed with the engineer but it will need to be in view of our local transmitter in order to get a signal.

Inside the house the connection needs to be within 10 metres of the radio. If you need the connection to be further away than this, don't worry, we can do this no problem for an additional charge of £4.99 per metre.

Please be aware that you will need a plug socket near the internal connection in order to plug the equipment in. You will need an extension cable if a plug socket isn't available.

## Remember you will need a surge suppressor

The radio equipment is sensitive to voltage fluctuations, so it is necessary to protect the power supply by using a surge suppressor. Our engineers can supply one on install for £12.99. Please email [office@air-band.net](mailto:office@air-band.net) with your requirements.

## You'll need a cable router

A router allows you to use the connection on multiple devices remotely. Please note that the speed of your internet will decrease the further away you are from the router. Various conditions can effect the router's signal, such as thickness of the walls, types of installation and size of your house. If you have a larger property you may find that you need to enhance the performance of your router through either upgrading or purchasing wireless range extenders.

## If you need an email address...

Unfortunately, Airband do not provide an email service. If you need an email address, Gmail, Hotmail and Yahoo do offer a free service which you can sign up to, or alternatively, you can contact your existing internet provider and request to keep your current email address.

## Ensure your computer is safe with a firewall

It's really important that you have a firewall to ensure your computer is not at risk and to protect it from any unauthorised access.

There are two types of firewall: hardware and software. A hardware firewall is normally built into a router but needs to be turned on. A software firewall comes with windows and anti-virus software such as Norton or McAfee, so it's vital that you have purchased anti-virus software to make sure you're protected from malware and viruses.

Thanks,

*The Airband Team*

