

# FAQ's

## **How do I extend the range of my wireless (wi-fi) signal?**

Certain things about your home, like its layout and the way it's built, can affect your wi-fi signal. It could be that the signal doesn't reach all parts of the house, creating annoying wi-fi dead spots.

A BT Wi-Fi Extender can solve this problem. Plug it into a power socket within your existing wi-fi range and it will generate a boosted signal to cover that dead spot.

What's more, the boosted signal is dual-band, giving you improved speed and reliability.

## **What type of hub or router is the extender compatible with?**

The Wi-Fi extender is compatible with most wireless broadband hubs and routers. Set-up is easier if your hub or router supports WPS (for example, the BT Home Hub 3 or later, and most current routers from the major broadband service providers).

## **I'm connected to the extender but can't get internet access, what can I do?**

First check that your hub or router is switched on and has broadband connection and that Wi-Fi is working. Then check the range lights on your extender.

If the bit 'Too far' or red lights are on, try moving the extender closer to your hub or router. If it still fails to connect, try restarting your device.

## **What is the range of the extender?**

The range of the extender can vary significantly depending on the operating environment and the location of your extender. Typical range varies depending on obstructions (such as walls) and interference from other Wi-Fi devices.

### **How do I connect my other wi-fi devices to the extender?**

The extender's network name is the same as your hub/router with EXT2-(2.4GHz band) and EXT5-(5GHz band) added to the front.

For example:

Hub/router wireless network name- BTHub5-1234

Extender network names- EXT2-BTHub5-1234 and EXT5-BTHub5-1234

1. From your device, select either the EXT2 or EXT5 network name
2. Enter the wireless key – this will be the same as your hub/router.

### **The range lights keep flashing or scrolling. What does this mean?**

The range lights scrolling indicates the extender is searching or connecting to your hub or router. After about 30 seconds, the scrolling will stop and a range light will be steady blue or red.

If the lights continue to scroll for more than one minute, check your hub or router is switched on and try moving the extender closer.

### **What wireless speed can I expect for my extender?**

The Wi-Fi extender works by receiving the signal from your hub or router and re-transmitting it on the same channel at the same time. This means even a strong signal connection to your extender will provide approximately half the connection speed compared to a device connected directly to the hub or router.

We recommend you use your extender to improve Wi-Fi coverage and to eliminate Wi-Fi black spots.

### **How does the extender work?**

The Wi-Fi extender works by relaying the Wi-Fi signal from your broadband hub or router. This creates a larger network area for your existing Wi-Fi signal. The extra area covered depends on the environmental factors, including other wireless signals and the construction of your home.