

How wireless internet works

Understand the path from the EdelNet tower to your devices and where connection problems can occur.

The connection path

1. An EdelNet high site or tower transmits the service toward your property.
2. A professionally installed outdoor radio receives the signal. Clear line of sight and correct alignment are important.
3. A PoE power unit supplies power to the outdoor radio and carries the connection indoors.
4. Your router creates the local Wi-Fi network used by phones, computers and smart devices.

Internet signal versus Wi-Fi

The tower-to-property link and the Wi-Fi signal inside the building are two different parts of the connection. A device can show strong Wi-Fi bars while the external service is interrupted, or the EdelNet link can be healthy while a distant room has weak Wi-Fi.

What can affect service

- Trees, new structures or other obstructions in the radio path.
- Severe weather, storm damage or power interruptions.
- Loose or damaged cables and power units.
- Distance, thick walls and interference affecting indoor Wi-Fi.
- Heavy use by several devices at the same time.

Useful support information

- Which devices are affected.
- Whether a cable-connected device also has the problem.
- The status of router and PoE indicator lights.
- A recent speed-test screenshot and the time it was taken.