



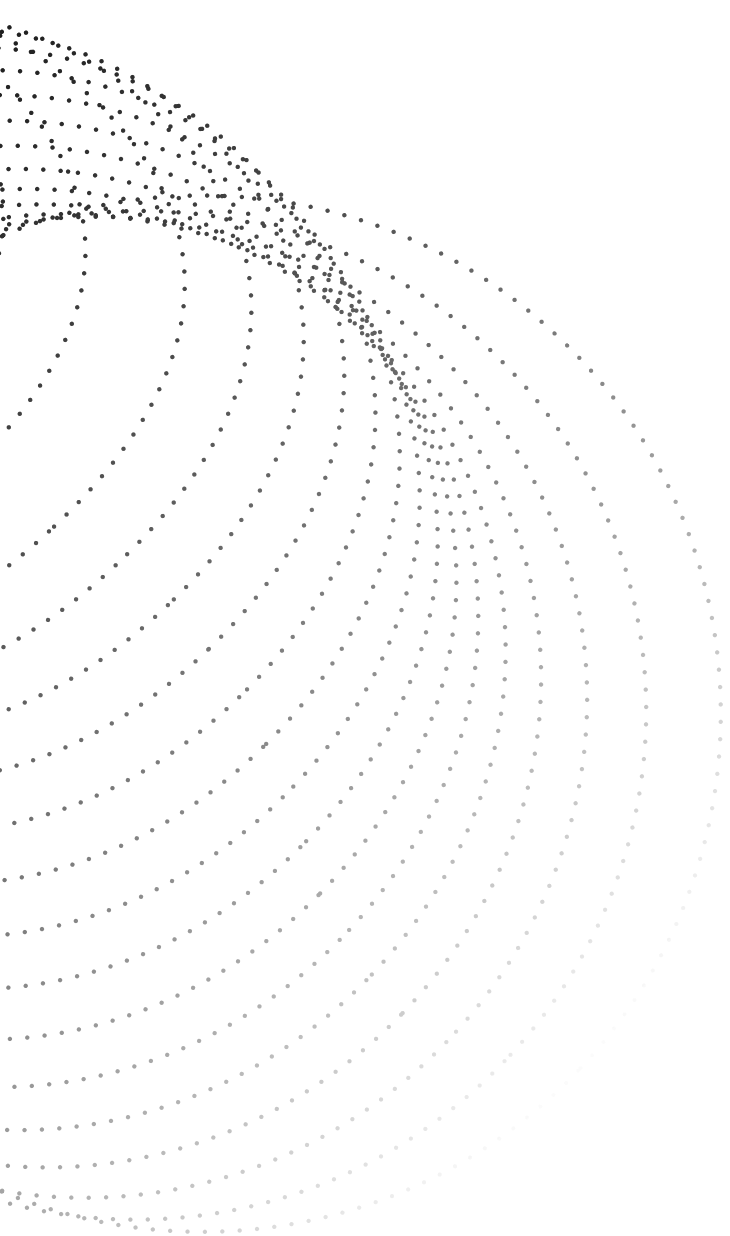
New Customer Guide

A useful resource for new customers.

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Table of Contents



3	Basic Contact Info
4	How You Get Internet
5	Managed System / Network Protection
6	2.4 GHz vs. 5.0 GHz
7	How to Access Your Router
8	FAQ / Troubleshooting



Basic Contact Info

Thank you for choosing Eclipse Communications as your internet service provider. As a locally owned and operated business, we pride ourselves on providing our customers with an unmatched level of service with a personal touch.

We ensure that through every step of getting you internet, we will answer any questions or concerns you have.

You'll find our staff to be friendly and knowledgeable, ready with answers to any questions or concerns along the way! We hope this information is helpful as we get you a new internet service.

Main Contact Info

P: 231-421-6279

Support@eclipse-communications.com



How You Get Internet

How our internet works and what is involved in getting your connection working.



Our towers around the area broadcast a signal that the outdoor antenna installed on your property receives. That antenna then transmits the data through the black outdoor-rated Ethernet cable to the power unit inside your home.

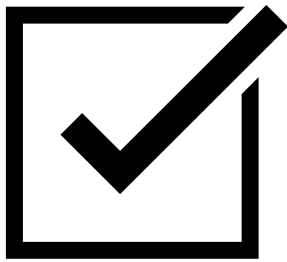
A second Ethernet cable, usually blue, connects the power unit to the router. This allows the data to flow from the antenna outside to the router in your home, then wirelessly to your devices.

Additional devices such as TVs, game consoles, or printers can be plugged into the router with an Ethernet cable. If you have unique networking requirements like a static IP address, multiple routers, or a garage/barn connection, we can help with that too.



Vilo Mesh System

\$10 a month per unit



Mobile App

Control your Wi-Fi with an easy to use mobile app.



Expand Coverage

Have a dead spot? Get rid of it simply by adding another Vilo router!



Parental Controls

Set time limits for your kids' online activities, and blacklist websites with inappropriate content.

A Mesh Wi-Fi System for \$10 mo.

Tired of dead zones? Looking for better Wi-Fi coverage throughout your home? The solution is here! We've partnered with Vilo to provide whole-home coverage, easy app management, and additional features to our subscribers.

What Is Mesh?

With several routing devices wirelessly connected to each other, a mesh system broadcasts your Wi-Fi signal through multiple access points, eliminating any dead spots in your house and allowing you to roam free without ever having to connect to a different network.

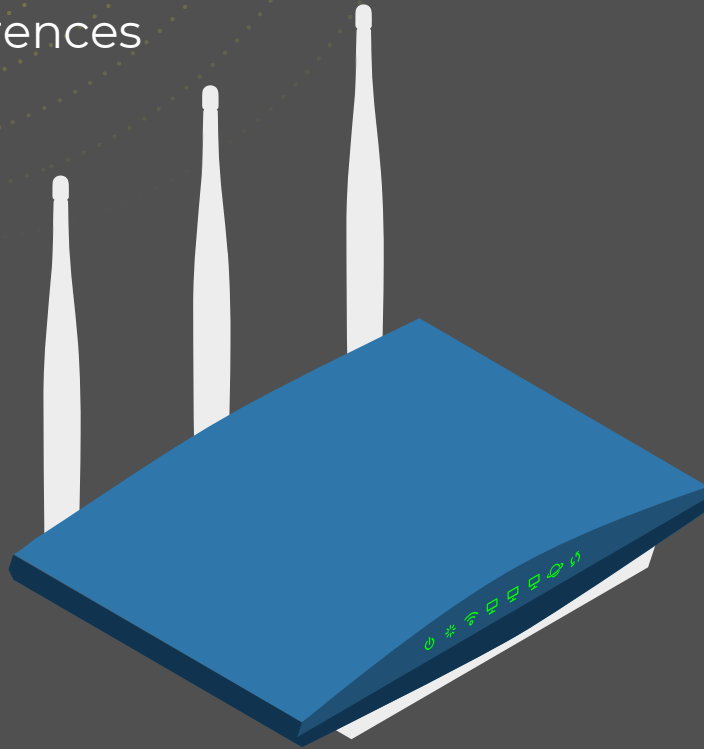
Whole Home Coverage

A 3-unit mesh Wi-Fi system can cover up to 4500 square feet in a strong, reliable Wi-Fi signal. Add up to 120 devices to your network without dropping signal strength



2.4GHz vs. 5.0GHz

Key Differences



Frequencies of Your Router

High-end routers broadcast two networks, a 2.4GHz, and a 5.0GHz network. Both networks connect devices to the internet, but the frequencies have some strengths and weaknesses.

2.4GHz

The 2.4GHz frequency has a more extended range and can go through walls better, but the speed can be a little slower.

5.0GHz

The 5.0GHz frequency can provide faster speeds with less background interference but cannot go through walls. Therefore, devices that use a lot of bandwidth, such as a game console, would benefit from 5.0GHz as long as it is close enough to the router.



Router Config

Accessing your router's interface allows you to change the network name and password. We configure the router to communicate effectively with the antenna outside.

It does not matter if you purchase one through us or have your own. We typically change the router's IP address to 192.168.3.2, and if you buy a router through us, the username is `ecadmin`, and the password is `eclipse1`.

You may need to search the documentation or online for the username and password if it is your own router.

PLEASE KNOW! Changing IP settings in the router or pressing the reset button will erase all the configurations our technician performed and require a reconfigure**.

** A \$75 per hour surcharge will be applied to your account if a technician has to reconfigure the router.



Routers Setting

IP Address - 192.168.3.2

Subnet - 255.255.255.0

Gateway - 192.168.3.1

Your antenna act as the gateway.

Make sure DHCP is off, your antenna handles that.

Name your wireless networks & create password.

With the wireless router configured, now plug the ethernet cable from the Antenna PoE adapter into one of the LAN ports on the wireless router.

Eclipse internet typically does not use the WAN/Internet port.

F.A.Q.

Q: "Does weather or wind affect the signal?"

A: No, not really. Borrowing from the USPS saying: Neither snow nor rain nor heat nor gloom of night stops these antennas from a fast, consistent connection.

Q: "Is this like a satellite or cellular connection?"

A: Not at all; your days of buffering and disconnects are over. Eclipse uses top-level industry equipment specially designed to provide broadband-level speeds wirelessly. In addition, different areas of the wireless spectrum are used compared to satellite and cellular.

Q: "Is there a limit to how much data I can use, like with satellite or cellular?"

A: There is absolutely NO throttling or data caps. So stream movies, play games, work, and connect with people to your heart's content.

Q: "What about 5G?"

A: 5G (Not to be confused with 5GHz) is exciting for the future, but the technology involved has hurdles to overcome. The frequencies used are extremely short, requiring many more towers to be constructed, and due to our topography, that will be difficult to complete and very expensive.

Troubleshooting

Q: "One of my devices is not connecting to the wifi."

A: Some older devices cannot connect to wifi; if possible, use an Ethernet cable to connect. Otherwise, the wireless on your device may be turned off. You can just look for a wireless switch on the device or go into the settings to turn it on.

Q: "I can no longer see my network name on my devices."

A: Check that the router is plugged in and that the power is on. Also, check that the default network name is not broadcasting; if it is, then the router has been reset**.

Q: "I am connected to my network but cannot access the internet."

A: Check that the antenna's power unit (PoE) is plugged in and has a white light. Check that the cable from the power unit to the router is plugged into a LAN port. Ensure all Ethernet cables are firmly plugged in.

Q: "My antenna and router are connected perfectly, but I have no internet."

A: If everything looks fine at your home, call, and we can look at your antenna remotely. If there have been power outages in the area, it may have knocked out power to the tower, and our backup batteries may be spent.





Thank you for choosing eclipse

Please share your experience with us on
Facebook, Google, and your neighbors!

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