TECH LINK

MVlink Employees Share Frequently Asked Questions.

What is the difference between your MVlink fiber service and what I have now?
Our MVlink service brings fiber all the way to the home. Other service providers use fiber to go from city to city but then will use copper wires (Ethernet) to the home to provide internet. Competitors in our area use DSL to the home, Coaxial Cable (round cable used for Cable TV in the past) or wireless point-to-point service (and then Ethernet cable is run into the home from the radio outside). Fiber is the backbone of the internet and that is what MVlink uses to serve our members to provide quality, high-speed connections for streaming, gaming, schooling and working from home.

Why does it take longer for MVlink to be installed/ connected compared to cable or satellite options?
Since MVlink is a fiber to the home service, each new area we expand to requires construction (either boring underground or overhead on electric poles) from the nearest MVlink feeder. Speed of construction is dependent on weather and consistency (sand, dirt, rock, etc.) of the ground we are boring through.

Can I remove the flags from my yard once the construction contractors have left my neighborhood?
No, the flags should be kept in the ground until MVlink has met with you to conduct a “drop” meeting. The Fiber drop consists of a fiber cable that connects the fiber cables from our network to the Network Interface Device (NID) on the side of your home.

Why is a speed test not showing the speed I pay for?
There is a box (usually some type of modem) that brings Internet into your home from your service provider. In order to run a speed test against what you are paying for, the speed test should be run with an Ethernet cable and capable device. Visit www.speedtest.net to conduct a speed test for your connection.

Why are my Internet speed tests slower when I’m on Wi-Fi?
Your testing speeds over Wi-Fi are impacted by many things; consider the following:

- What is the type and age of router you are using? An older router may not support the speed to which you subscribe.
- Do you have the latest firmware (software) updated on your router? This is important for both performance and security.
- What is the maximum speed the device you’re using will support?
- Are you connected to the 2.4Ghz or 5Ghz band with your router? With higher speeds such as those offered by MVlink, conducting a test on the 2.4Ghz will likely not allow you to reach the speed you are paying for. The device as well as the 2.4Ghz band tend to max out around 144Mbps. It is best to use the 5Ghz band for optimal speed.
- Is there a chance you have a virus or malware on your device?
- Do you have other apps or programs running on your device when you’re running the speed test?
- And finally - how far are you from the wireless signal?

Why can’t I get a good signal in my bedroom?
The wireless radios in your router/gateway push service out from the device. Think about it like a speaker, the further you get away, the softer the sound is. Your Wi-Fi works the same way. The further away you get, the weaker the signal. If there are things like metal, concrete, thick walls, and mirrors between you and the router, these can weaken the signal even more.

Why should I buy your GigaSpire?
The best thing about our GigaSpire router is that we take care of it. You don’t have to try and select the right kind of router, or worry about updating firmware, we make sure it supports the latest devices, the fastest speeds and helps to keep your Wi-Fi secure. We will help you place it in an area that maximizes coverage throughout your home. If you ever have any problems, we take care of it.

What if after that I still can’t get a signal everywhere?
With our solution, we can easily add a mesh extender to make sure all areas of your home are covered; especially if you need the router in a specific location and do not want to move it. Some homes are just too big for a normal router signal and will need the mesh device to get signal to all areas.

For commercial accounts, what is the difference between an active E service and a standard Gpon?
Active E service is more of a dedicated connection for each member while GPON is fiber coming from a splitter to the home, multi-unit dwelling or small business. Each splitter can hold up to 32 to 64 ports - typically, MVlink only uses about half of the ports to minimize members having a negative impact on each other when all are connected to the same splitter.