

FAQ

1. How much bandwidth does it take to stream a movie?

The amount of bandwidth used to stream a movie can vary drastically depending on the quality, or resolution. Sometimes this is decided by your viewing device such as your T.V. or laptop or by the streaming service you are using. Devices using lower resolution such as 720dpi may use as little as 1-3 mbps and devices or services using 4k resolution may use between 25 to 50 mbps.

2. What's the difference between compressed and uncompressed video streaming? Is all video compressed?

Generally compressed videos use less bandwidth to view across internet connections. This can be compared to compressing the air out of clothing to make more fit in a smaller luggage. Not all video is compressed.

3. How do I know when I need to upgrade my router? Can a poor router cause speed issue?

Some routers will prompt you to download and upgrade the firmware (program) on your router periodically. Following manufacturers suggestions are best for performance. If you detect repeated lost wireless connections or slower speeds for wireless devices compared to devices that are plugged in to your router you may be experiencing intermittent wireless failure and you may need a new router. If you are unsure contact BTWI at 515-465-3043 for help diagnosing issues.

4. When I sign up for a plan, what should I expect for speeds?

With BTWI you will receive the advertised speed of your plan 99% of the time across our network. Speed tests and servers hosting webpages that you view on the internet can cause your speed to vary outside of BTWI's network. If you feel like your internet is not performing properly or you have a speed test that is reading low, please contact BTWI at 515-465-3043 for assistance and diagnostic measures to determine the cause of reduced speed. We suggest speedtest.net or speed.btwi.net as speed test sources to test both BTWI's network as well as you access across the broader internet space.

5. What should I expect if I notify you of an Internet issue?

You should expect a call or a visit from a trained technician that will be able to run multiple diagnostic tests and procedures to attempt to identify whatever issue you are experiencing. You should receive this support within 24 working hours. If further repairs or diagnostic work is needed to correct your service, we will schedule you as quickly as possible for a service technician to do the needed work.

6. What are my options for WIFI within my home or workspace?

There are many options to provide wireless access within your home or workspace. BTWI offers service that will connect to most home router system or we will sell you a home router that will work in most homes. If you have a larger space that requires more coverage than a standard home router will offer, we are always willing to help design and install the appropriate equipment needed on a quote basis.

7. I have heard a lot about 5G lately, what is it?

The term 5G is a new protocol that uses higher transmission rates of data. In and of itself it does not use different power or frequency but allows for the use of higher power and different frequencies.

8. What is the first step I should take if I am having an internet issue?

The first step with any electronic device issue is to power cycle the device. With our equipment please locate the outdoor radio's power supply and unplug the cord that connects to your home electrical system (standard 110v receptacle). Unplug this cord and wait 45 seconds or until the light on the power supply goes out. You can then reconnect the device to power ensuring that all 3 cables are pushed in and connected. Your next step is to locate your wireless router and find the cord that plugs into your home power system. Remove the cord from power and wait 20 seconds before plugging it back in. Wait 5 minutes for all the devices to make the proper connections and test your internet connectivity. If the problem continues contact BTWI at 515-465-3043. There are also videos at www.btwi.net that will help assist you.

9. My Netflix and Hulu buffer and take a long time to load, is this because my internet connections is slow?

When streaming applications are loading upon initialization they will appear to be buffering. They are loading the software and configuring your settings much like a computer or a phone loading on startup. Once they are loaded and your video is playing the buffering should stop and you should have no pixelating of your video display. If your video is buffering or you have pixelating during viewing, there may be an issue with your connection or the streaming service. Refer to question 8 of this page for how to proceed.