

Connection Tips & FAQ

Wireless vs Wired Connection

The fastest and most reliable way to connect your devices is with an Ethernet cable. Whilst we enable the use of the wireless on our installed routers, some devices tend to perform better when connected with a cable, such as Smart TVs, Game Consoles and Desktop Computers. This is generally because of the hearing ability of these devices compared to others, such as Laptops or Phones, which typically have a better hearing ability over wireless. Wireless can be subject to the interference of other nearby wireless routers using the same WiFi channel and speeds vary over wireless depending on the strength of the signal in correlation with the above. This is something more common in apartment blocks where there are many devices in close proximity overlapping one another. For online gaming or applications that require low latency or high stability, a cabled connection is recommended.

Ethernet Patch Ports

Many apartments will have internal cabling in the walls that allow you to send a cabled connection to different wall ports throughout the apartment (So you don't have cables running along the open floor space). Typically, you might see an Ethernet port (a bit like a telephone port but a bit bigger) in the wall in various rooms in the apartment. Each of these will usually correlate with a port in the wall next to the Gigafy modem. Often there is a plate in the wall with a group of Ethernet ports next to the Gigafy modem. To connect a television for example, one would need to connect a TV from the back of the TV to the wall, and then connect another cable from a spare port on the Gigafy modem, to the correct port in the wall next to it.



2G vs 5G Wireless & Wireless Interference

You may notice that there is a -2G (2.4Ghz) version of your WiFi. In such instances, the WiFi network without the -2G is a 5G (5Ghz) network.

Some devices only have 2G wireless cards inside of them and will only be able to connect to the -2G network. 2G wireless travels further and penetrates walls more effectively but has a lower top speed- about 40Mbps or so. Netflix in 4K uses about 25Mbps to put this in perspective. 5G WiFi has a higher top speed, up to about 100Mbps typically, but it doesn't travel as far as the 2G WiFi or penetrate walls as effectively. The 2G wireless can suffer from interference more easily, as it only has about 3 channels it can select from. This makes it easier for other nearby 2G networks to land on the same channel as yours and this interference can cause slow speeds or dropouts for devices connected to the 2G while this





is happening. The 5G wireless has about 15 channels it can select from, making it easier for it to choose a clean channel and less likely to have issues with interference.

Most of the time the router's channel selection is set to automatic. Turning the router off and on again by unplugging it from the wall and plugging it back in will cause the WiFi to scan and select the cleanest channels available at that time.

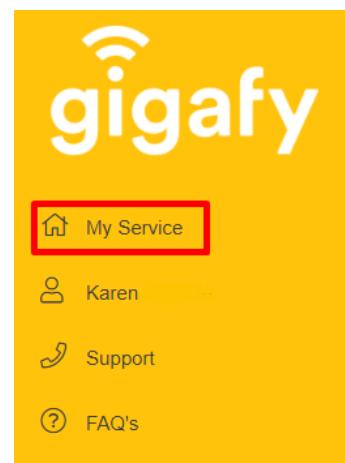
You can manually adjust the router's channel settings in your account portal.

Logging in to your Account Portal

You can access your account portal at <https://account.gigafy.com.au>
Normally, your registered E-mail address will be your username.

Reactivating Account / Checking Data Usage

If you have missed a payment or a payment didn't go through for some reason, you can reactivate/pay when you are ready by clicking "Restart" under the "Actions" section of "My Service" in your account portal.



Actions	
	Downgrade >
	Restart >
	Cancel >

You can also check your monthly Data Usage on this page.

Usage	
Data	UNLIMITED
Expiry	Jul 16 2021 11:59 pm 3 days remaining
Last Updated: Jun 17 2021 12:00 am	
	Data Usage >



Upgrading and Downgrading Plan

When upgrading a plan, this charges the difference between the current plan and the next plan up and comes into effect immediately, changing a 100GB month into an Unlimited month, for example.

When downgrading your plan, this doesn't occur until your next rollover takes place, charging for the lower plan for the following month to come.

Port Forwarding

Port forwarding is possible from within your account portal also.

It is possible to specify the internal port your devices receive the data on, but you are not able to specify the external port number.

For example; Your public IP address is 103.100.101.2 and you wish to open port 25565 for your Minecraft server which is running on your computer which has IP 172.16.11.245.

You create a port forward rule for 25565, pointed to 172.16.11.245. This then opens an external port for you, like 10001.

Your Minecraft server will now be accessible from outside of the building on; 103.100.101.2:10001 (which forwards to your computer on 172.16.11.245:25565).

Can I use my own router?

Yes, using your own router is no issue but ours will need to remain plugged into the wall in front in order to bring in the internet connection. Connecting your router to any of the spare ports on ours will work, provided your router is configured to accept a DHCP lease / automatic IP. In your account portal, you can disable the WiFi on our router so that it functions only as a hand off point.

