

Optimal Device Placement Guide

Before final placement, the customer should test two or three suitable locations and select the position providing the best combination of 5G signal and indoor Wi-Fi coverage.

1 Placement for Best 5G Network Coverage

- Place the Device above floor level, preferably on a table, shelf or elevated open surface.
- Place it near the side of the home facing the serving 5G site, where known.
- Test placement near a window if it improves signal quality.
- Avoid tinted, reflective or metal-coated glass, which may weaken the 5G signal.
- Do not place the Device in a basement, underground room or enclosed cabinet.
- Avoid thick concrete walls, reinforced structures, metal doors and large metallic objects.
- Keep the Device away from refrigerators, microwave ovens, generators and other equipment that may cause interference.
- Do not place it behind furniture, curtains, televisions or other electronic equipment.
- Keep the device in an open and well-ventilated area.
- Avoid direct sunlight, excessive heat, moisture, kitchens and bathrooms.
- Keep the Device in a stable position after identifying the location with the strongest 5G signal.
- Do not move the Device to another address without prior serviceability confirmation and relocation approval.

2 Placement for Best Wi-Fi Signals for Everyone at Home

- Place the Device near the center of the home for balanced Wi-Fi coverage.
- Keep it in an open area instead of inside a cabinet, drawer or closed room.
- Place it on an elevated surface, ideally around waist to head height.
- Avoid placing it directly on the floor.
- Minimize the number of walls and floors between the Device and frequently used rooms.
- Keep it away from microwave ovens, cordless phones, Bluetooth hubs and other sources of wireless interference.
- Avoid placing it behind a television, sofa, wardrobe or large appliance.
- Use the 5 GHz Wi-Fi band for higher speeds at shorter distances.
- Use the 2.4 GHz Wi-Fi band for better coverage across longer distances and through walls.
- Protect the Device from children, pets, water and accidental falls.
- For larger or multi-storey homes, consider a compatible Wi-Fi extender or mesh system.

If the best position for 5G reception does not provide adequate Wi-Fi coverage, retain the Device at the best 5G location and use a Wi-Fi extender or mesh system for indoor coverage.