

## **1. What is included with a professional installation?**

- The SML Wireless outdoor or indoor Unit with power supply will be connected to your computer with a SML Wireless-supplied LAN cable.
- A SML Wireless antenna (unit), radio, and mount will be located:
  - At least 15 feet off the ground so that it is out of reach of small children.
  - So that it is accessible with a 24- to 25-foot ladder for quick and easy servicing should it ever be required. This is usually on the first level of the residence.
- Up to 100 feet of network cable will be run from the antenna outside to the computer inside through a single exterior wall penetration to an adjacent interior wall. It will be terminated on the inside wall.
- All outdoor penetrations and water-resistant fitting are thoroughly weather-sealed.

## **2. What non-standard installation items are not covered?**

Customers sometimes want to enhance or customize their installation to specific requirements. Some of the more common enhancements are mentioned below. While they are not included in a SML Wireless standard installation, these enhancements may be purchased directly from our independent certified SML Wireless installer. All costs for non-standard work or equipment will be itemized by the independent SML Wireless installer on the SML Wireless Installation Reference Sheet and require your authorization signature before proceeding. These non-standard installation items include:

- Wireless or hard-wired network routers.\*
- Configuration of your computer(s) to work with a wireless or hard-wired network router.
- Major customization on your SML Wireless system that would require the installer to:
  - Spend excessive time onsite to meet customer-directed requirements.
  - Purchase special materials, molding, or cosmetic hardware to hide exposed cables.
  - Remove, repair, or build structures to hide or support the SML Wireless system.
- Multiple site surveys requiring more than the installation visit to determine possible SML Wireless unit locations.

\*The installer will work with you to provide the best possible location for your system. The SML Wireless service does not include, nor does it require, a wireless router. If you would like to set up Wi-Fi in your home, you may purchase a wireless router from any major electronics retailer. If you have any additional needs such as installing a wireless router, home network setup, or other custom work, please discuss costs and availability with your installer.

## **3. Can the certified SML Wireless installer hook up my home network?**

If you'd like, you can inquire if this option is available through your installer when you set your installation appointment. However, home networks are not included or supported by SML

Wireless technical support. Multiple simultaneous users may degrade service. Uninterrupted service and stated speeds are not guaranteed.

#### **4. How quickly will I be up and running?**

On average, most customers are installed within 2 weeks of their order. When you place your order today, your name will be provided to a certified SML Wireless installer, who will contact you within 3 days. You and the installer will then work out a mutually agreeable date and time for your installation. If less than 2 weeks is too soon for you, just place your order when you're ready for SML Wireless high-speed Internet service.

#### **5. What can I expect at the time of installation?**

##### **I've placed my order – what happens next?**

A professional installer will call you within 3 business days of your order.

##### **Can I install it myself?**

No. The FCC mandates that all installations be completed by an authorized professional installer.

##### **What if I need to change my appointment?**

Contact your installer directly to reschedule.

##### **Plan for your installation.**

- Think about where you want the unit installed outside your house. Here's what your computer will need for you to use SML Wireless:
- A compatible operating system:
  - Windows users: Windows OS
  - Apple users: Mac OS
- A PC with ethernet network capability, or a wireless router of your choice to use with your other wireless device. (Setup of your router is not included.)

##### **Where is the wireless unit installed?**

Your unit will be installed on the side of your home in a location that has the best signal to the tower and is accessible with a 24- to 25-foot ladder for quick and easy servicing.

##### **Do I need to be at home during the installation?**

Yes. There are often several locations where the wireless unit can be installed. The installer needs your help to select the best location for you.

##### **How long does it take?**

Installation will take approximately 2 hours.

### **Why does my unit look different from my neighbor's unit?**

The unit may look different depending on which tower it communicates with. All units come with a minimum 12-month limited service warranty.

### **What is included with a professional installation?**

- The SML Wireless wireless unit (Indoor Unit or outside unit) with power supply will be connected to your computer with a SML Wireless-supplied LAN cable.
- A SML Wireless wireless unit and mount will be located:
  - Facing the tower.
  - At least 15 feet off the ground so that it is out of reach of small children.
  - So that it is accessible with a 24- to 25-foot ladder for quick and easy servicing should it ever be required. This is usually on the first level of the residence.
- Up to 100 feet of network cable will be run from the unit outside to the computer inside through a single exterior wall penetration to an adjacent interior wall. It will then be terminated on the inside wall.
- All outdoor penetrations and water-resistant fitting are thoroughly weather-sealed.

### **What non-standard installation items are not covered?**

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- Wireless or hard-wired network routers.
- Configuration of your computer(s) or wireless device(s) to work with a wireless or hard-wired network router.
- Major customization on your SML Wireless system that would require the installer to:
  - Spend excessive time onsite to meet customer-directed requirements.
  - Purchase special materials, molding, or cosmetic hardware to hide exposed cables.
  - Remove, repair, or build structures to hide or support the SML Wireless system.
- Multiple site surveys requiring more than the installation visit to determine possible SML Wireless unit locations.

### **Get Installed**

On the agreed-upon date and time, the installer will arrive with all of the equipment needed to get your SML Wireless service connected. They will complete your installation and make sure you are up and running before they leave your home.