WIDEOPEN MOBILE HOTSPOT FAQs

What type of coverage can we expect from a WideOpen Mobile Hotspot?

Each access point is intended to serve individuals near the device. Coverage will depend on the device being used (laptop, phone, etc.) but in general the signal can be expected to reach about 250 feet or cover a small parking lot. The coverage should not be expected to reach into homes or businesses unless they are very near the hotspot (e.g. 50-75 feet).

How many people should be able to connect to a Hotspot at a time doing typical schoolwork or basic work from home activities (not streaming movies)?

Depending on the nature of uses on each hot spot we would expect that 15-25 devices could be supported without users noticing congestion. The speed of cellular data services varies, so performance of the access point will depend on the performance of the individual cellular connections. This is not intended to support streaming of entertainment video (e.g. Netflix, Hulu, Amazon Prime, Disney, etc.).

Has WideOpen done a speed test on one of the units to see what can be expected out of the units when it is hooked to a cellular network?

We are currently developing some speed benchmarks, but the actual bandwidth of each unit is going to be largely dependent on the strength of the local cellular connection. Two units in different areas could have very different speed test results.

What expertise is required to do final assembly of the units before placement?

The final assembly of the unit can be completed with a few hand tools and should only take an hour or two at most. We provide detailed instructions on the final assembly process. The installer will also be required to install and connect the batteries in the unit. The rest of the wiring will be completed before the unit ships.

What kind of expertise is required to configure the units placed in the field?

Basic experience with configuring small office or home WiFi routers and experience managing settings in typical software should be enough background to manage the mobile hotspots. WideOpen will provide documentation and support for the configuration of the devices.

Can you walk us through configuring our first unit by telephone or video conference and provide help troubleshooting the units if they malfunction?

We are available to help configure the units and to troubleshoot.

Can we get repair parts from WideOpen?

WideOpen will order and provide replacement parts or assist you with ordering the parts.

What equipment do we need to load and unload the units?

The units can be loaded and unloaded by two strong people.

Please visit https://www.ui.com/unifi/unifi-ap-ac-pro/ for detailed information on the WIFI unit including user guides and data sheet. Our units use the UAP-AC-PRO 802.11AC Dual-Radio Access Point by UniFi. Connection speeds will depend on the quality of the cellular connection.