

WiFi and Your TV

3 Rivers occasionally gets calls from customers that have WiFi issues with streaming devices connected to their TVs. Our WiFi Optimization crew thought it might help to provide some background information on some of the devices and what you can do to make them work better for you.

The biggest issues are single band devices. Single band devices use the 2.4 GHz band to connect. Dual band devices connect with 2.4 GHz or 5 GHz. Because of limited bandwidth, 2.4 GHz devices work well only if there's good signal strength, along with low noise and interference.

Routers supplied to you by 3 Rivers deliver both 2.4 GHz and 5 GHz signals. When your device can use either signal, it generally uses the most efficient one. When it only accepts 2.4 GHz, and you have a lot of other devices in the house on the same frequency (like microwaves or cordless phones, for example), you may have connection problems.

Of course, the best thing you can do is hardwire everything else that's stationary (printers, other TV devices, gaming consoles, etc.), if the device is capable, along with really good 5GHz coverage that most other devices will use.

The same concept applies if you are connecting to a Smart TV without a streaming device—dual band is always going to be better than single band, and hardwiring is better than both.

Here is a list of some of the most popular streaming devices with respective information on the frequencies they use (and if they have an ethernet port for hardwiring):

- Roku Express – Single band 2.4 GHz only. No ethernet port.
- Roku Premier – Single band 2.4 GHz only. No ethernet port.
- Roku Ultra – Dual band 2.4 GHz and 5 GHz. Does have an ethernet port.
- Roku Streambar - Dual band 2.4 GHz and 5 GHz. Ethernet possible with a USB adaptor.
- Roku Soundbar - Dual band 2.4 GHz and 5 GHz.
- Amazon Fire TV Stick - Dual band 2.4 GHz and 5 GHz. Ethernet available with Amazon Ethernet Adaptor.
- Amazon Fire TV Stick Lite - Dual band 2.4 GHz and 5 GHz. Ethernet available with Amazon Ethernet Adaptor.
- Amazon Fire TV Stick 4K - Dual band 2.4 GHz and 5 GHz. Ethernet available with Amazon Ethernet Adaptor.
- Amazon Fire TV Cube - Dual band 2.4 GHz and 5 GHz. Does have ethernet port.
- Apple TV HD - Dual band 2.4 GHz and 5 GHz. Does have an ethernet port.
- Apple TV 4K - Dual band, 2.4 GHz and 5 GHz. Does have an ethernet port.

If you have questions or would like to have one of our WiFi Optimization experts check out your set up, please give us a call 406-467-2535 or email 3rt@3rivers.net