



Frequently asked questions

About 5th Ward Wifi Project

- Why is 5th Ward Wifi building a community network?
- [How does it work?](#)
- [Can I use my 5th Ward Wifi connections to get online?](#)
- [Is the Mesh secure?](#)
- [What is your user data policy?](#)

Joining the Community

- [How do I sign up?](#)
- [Is there a cost to join?](#)
- [I heard that 5th Ward Wifi is free wifi Internet. Is that true?](#)
- [What are my obligations as an 5th Ward Wifi community member?](#)
- [How can I volunteer? What if I don't know anything about networking?](#)
- [I have neighbors who would also like to join 5th Ward Wifi Mesh. Can we get connected together?](#)
- [Do I need to provide identification to join 5th Ward Wifi Project?](#)

Getting connected to the mesh

- [How can I tell if I'm in the coverage zone for 5th Ward Wifi Project?](#)
- [My neighbor has a rooftop router and is connected to 5th Ward Wifi Mesh. Can I also use it to connect?](#)
- [What is the wait time for an installation? How do you decide who to connect first?](#)
- [What is involved in a typical installation?](#)
- [What will the hardware setup look like?](#)

- How should I prepare before the install team arrives?
- What happens if the install team can't connect me to the mesh?
- What if I can't get roof access?
- Can I install a router if I have no view or no rooftop access?
- Can I install the hardware and connect to 5th Ward Wifi on my own?
- Can I use any router to connect?

Hardware, software and networking

- What is a router? What is an antenna? What is a radio? Are they different things?
- What is a Node? What is a Supernode? What is a Hub Node?
- What software/firmware do you use?

Everything Else

- What exactly is the Internet anyway?
 - Why don't we mesh mobile phones instead of routers?
 - How far can the mesh extend? Could it cover the whole country?
 - Blockchain?
 - Why aren't you doing this obvious thing I just thought of?
-

About 5th Ward Wifi Mesh

Why is 5th Ward Wifi building a community network?

Below are just a few of the reasons to join and support 5th Ward Wifi Mesh:

- We are building an infrastructure commons that is accessible to all 5th Ward eventually. This effort will be in a phased approach
- We are a neutral network that does not block or discriminate content or throttle data
- We do not collect personal data
- We are building a resilient emergency community network (for the next hurricane)
- We are decentralized, with no single point of failure as an organization or network

↖ Back to top

How does it work?

Most 5th Ward Wifi community members (“nodes”) have wireless routers mounted on a rooftop or balcony to connect to other nodes, forming a network. Our network in turn peers (connects) with many other networks at an Internet exchange point (IXP), providing direct access to the Internet without the intermediary of a commercial Internet Service Provider per home but will feed off of the bandwidth provided to the SuperNode a 5th Ward Wifi Project main network. Hue Technology will maintain a primary Internet exchange points that we call “Supernodes.”

↖ Back to top

Can I use my 5th Ward Wifi connection to get online?

5th Ward Wifi provides an independent, reliable connection to the Internet that is accessible to a select group of apartments within the scope of this project

Hue Technology will actively monitor the health of the network, and respond quickly to service requests.

↖ Back to top

Is the Mesh secure?

By default, our mesh router is firewalled from your local network. It is not possible to reach beyond the mesh router to your local access network (LAN).

The mesh internet connection to your apartment is secure using standard WPA2 encryption. Traffic between nodes on the mesh is also encrypted using WPA2. We also support VPN connections for an additional layer of security.

[↖ Back to top](#)

What is your user data policy?

Hue Technology does not collect, store, or log any user traffic or content that passes through our network.

Hue Technology may periodically look at traffic headers for troubleshooting purposes as traffic passes through the 5th Ward Wifi network, however, this data is never logged or stored. Hue Technology may collect aggregate statistics to monitor traffic flow to ensure a successful network.

The 5th Ward Wifi network is unencrypted, easy to join. Hue Technology will comply with all laws in the jurisdictions where it operates; however, as per our community policy, no data is collected or stored, and therefore no data exists to provide to agents who request it.

Here is our privacy-policy

[↖ Back to top](#)

Joining the Community

How do I sign up to get connected?

After reading through the FAQs, fill out the join form to be assigned a Potential Node, and look for an email with next steps (check your email spam folder or contact us directly at support@hue-technology.com if you don't receive any reply).

[↖ Back to top](#)

Is there a cost to join?

There is no cost to join or use 5th Ward Wifi – we believe EVERYONE should be able to connect online. That said, the equipment we use to connect you and your neighbors does cost money and we ask that everyone who has the financial

means to contribute do so. Please speak with a 5th Ward CRC representative for install details.

What if we do not have a computer for school?

TBA

↖ Back to top

I heard that 5th Ward Wifi is free Internet. Is that true?

We don't require anyone to contribute, but we rely on recurring monthly donations from our community to maintain and expand our network. There maybe a small fee for Raspberry Pie/keyboard and Mouse for Children in school

↖ Back to top

What are my obligations as a member of the 5th Ward Wifi community?

The Network Commons License will be provided soon.

↖ Back to top

I have neighbors who would also like to join 5th Ward Wifi Mesh Can we get connected together?

Yes! We prioritize installs for entire buildings and set up high-bandwidth point-to-point connections with dedicated hardware. If your building would like this dedicated service please email us, reach out to us by sending us an email at support@hue-technology.com or call us directly at 713-396-3011

↖ Back to top

Do I need to provide identification to join 5th Ward Wifi Mesh?

5th Ward Wifi asks for only basic contact/request Form information to be able to carry out the install. If you have concerns about privacy, please send us an email at support@hue-technology.com or talk to us in person at our monthly meetup.

↖ Back to top

Getting connected to the Mesh

How can I tell if I'm in the coverage zone for 5th Ward Wifi Mesh?

Connecting to the Internet with 5th Ward Wifi requires a direct line-of-sight to an existing supernode or hub node. Look at our map to see if you're either within range of a supernode or hub node, or put your address in our line-of-sight tool

If you are within range, there is a good chance you will be able to connect to 5th Ward Wifi Mesh. Fill out the join form and we will assess your location. A ticket will be created and our support staff will schedule the line of site and installation process at that point.

↖ Back to top

What is the wait time for a volunteer-led installation? How do you decide who to connect first?

Once you submit your node request form. Our support staff will notify the 5th ward team for installation after which we will schedule appointment

Typically, installs take between two and four hours to complete, but in certain cases they can take longer. We require you to be present for the duration of the install, so we recommend that you plan to remain at your apartment for at least four hours from the start of the install. Most installations proceed in the following order:

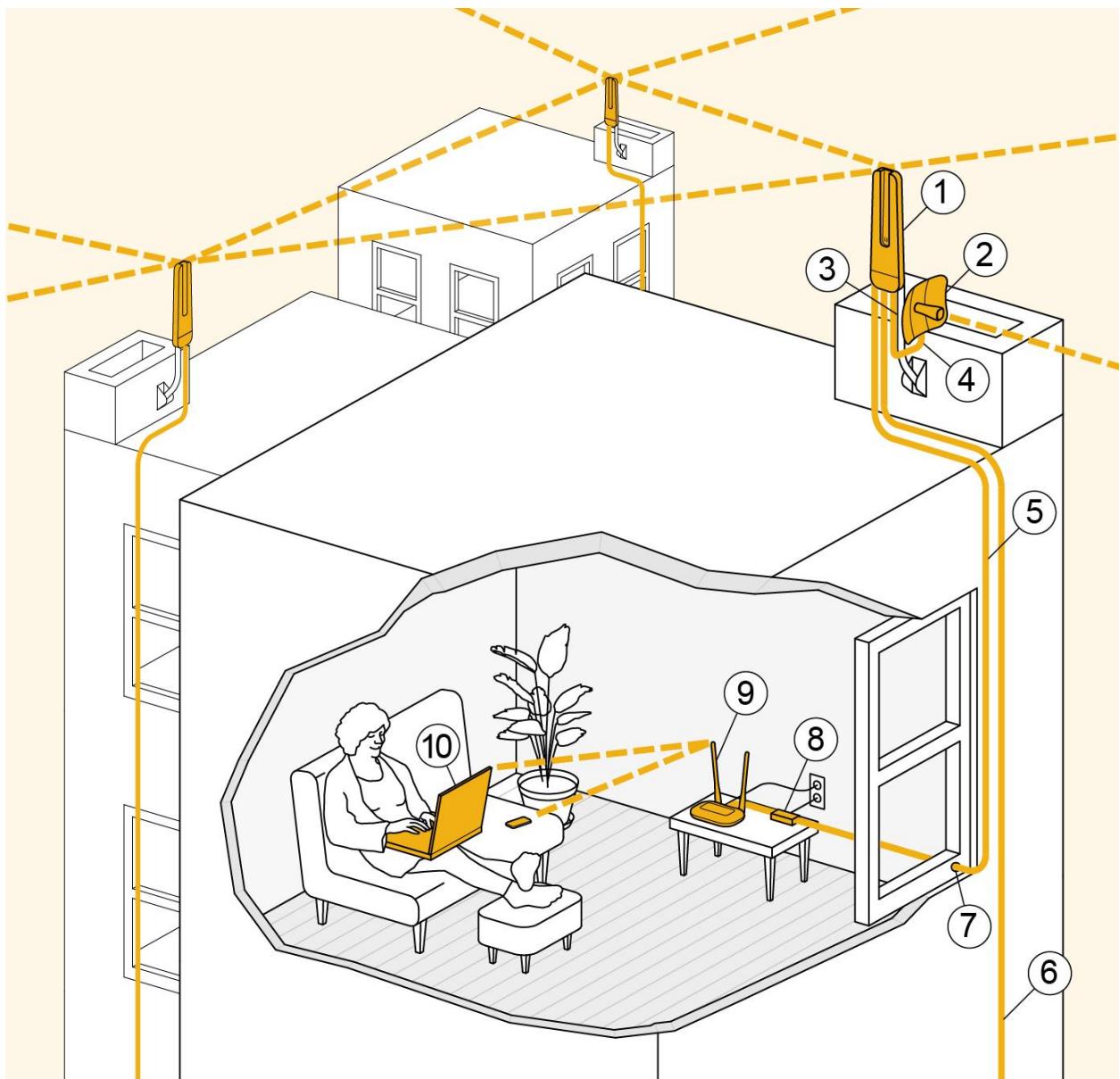
- Survey the apartment and rooftop
- Decide where ethernet cable or Fiber Optic should enter the apartment
- Test signal strength to confirm connection is possible
- Install mounting hardware and align router
- Run cable into apartment or Fiber
- Set up indoor WiFi router
- Speed test
- Clean up

In case of bad weather conditions, we will notify you that the install has been canceled and will invite you to make a new appointment.

↖ Back to top

What will the hardware setup look like?

Here's a diagram showing typical hardware and how it connects together.



- | | |
|---------------------------------------|--|
| (1) Omnidirectional router | (6) Ethernet cable to additional apartment |
| (2) Point-to-point router | (7) Hole in wall or window frame |
| (3) Router mount | (8) Power over Ethernet injector |
| (4) Ethernet cable connecting routers | (9) Indoor router |
| (5) Ethernet cable to main apartment | (10) Device |

[↖ Back to top](#)

How should I prepare before the install team arrives?

First, make sure that you will be able to be present at your apartment for at least four hours from the start of the install.

To ensure the safety of installers. Please remove any obstacles you find and inform us of any hazards or pets.

[↖ Back to top](#)

What happens if the install team can't connect me to the Mesh?

If we are not able to connect you. TBA

If we think a connection may be possible by installing a mast, mounting equipment to a neighbor's roof or another method, we will discuss those options with you on site.

[↖ Back to top](#)

What if I can't get roof access?

You may be able to connect from your balcony or window if you have a good view, or you are very near another access point. We don't usually do window installs as they are very difficult and the results aren't predictable.

Once you fill out the join form, we can help you determine the viability of a balcony install.

[↖ Back to top](#)

Can I install a router if I have no view or no rooftop access?

Contact us on email us at support@hue-technology.com or place an open ticket

If you can't connect to any existing node yet but would still like to access community tools or content that are only available on the Mesh, you have the option of "tunneling" over the Internet by VPN. Contact support@hue-technology.com for more information

Can I install the hardware and connect to 5th Ward Wifi on my own (DIY)?

Not during this Phase of the project. All installs will be conducted by hue Technology

Can I use any router to connect?

To connect to 5th Ward Wifi you must use indoor/outdoor routers supported by hue Technology.

↖ Back to top

Hardware, software and networking

What is a router? What is an antenna? What is a radio? Are they different things?

Most of the devices we use, such as a LiteBeam or NanoStation, are self-contained so they have an antenna, radio and ethernet router all in one. Ubiquiti call their self-contained AirFiber device a “radio”, other manufacturers call similar devices a router or an antenna, and “wireless router with antenna” is a real mouthful to say, so to avoid confusion, we usually call the self-contained device a router and the home WiFi router you connect your laptop and phone to the “home router” or “indoor router.”

Sector antennas used on supernodes and hub nodes may have a separate radio plugged into the back of them so we call those antennas (although some sectors are self-contained).

↖ Back to top

What is a Node? What is a Supernode? What is a Hub Node?

A node is a location with one or more routers.

A supernode is a node that has multiple routers and maybe a server too. It connects to many other nodes. Supernodes also have a fast connection (gateway) to the rest of the Internet. Supernode 1 has five sector antennas, an AirFiber24, a LiteBeam, two ethernet switches, two servers and gigabit fiber.

A hub node is an important neighborhood node that extends the mesh around it, without having its own gateway.

Everything Else

What exactly is the Internet anyway?

The Internet is a decentralized, global network of networks. No-one owns it and it is governed by voluntary agreements between network owners. For an easy-to-read introduction to how the Internet works,

↖ Back to top

Why don't we mesh mobile phones instead of routers?

Our focus at the moment is to connect buildings and expand an open, neutral, resilient, and affordable broadband network that connects to the wider Internet.

Mobile “mesh” networks are very low bandwidth, not real-time, and require phones to connect in close range. This is considered out of our scope for now.

↖ Back to top

How far can the mesh extend? Could it cover the whole country?

Yes, it could.