

Hi, I have several questions that I need help with. I have a Nighthawk TRI-Band R7900 router purchased at Costco June 2016.

We have cat5 wiring throughout our house. So most everything that normally would use Wi-Fi like Roku's are all hooked up with Ethernet. Our house is a two story and the router is upstairs in the office. We have CenturyLink high speed DSL. Most everything runs fine on Wi-Fi since it is only our iPhones and iPads that we are usually using for wireless. We also have a garage door opener on the 2.4 band.

When I occasionally use Face Time in the downstairs family room I get a message that the signal is weak. Other than that it has been fine. Last month we purchased a Ring Video Doorbell 2. I called their customer support and had them walk me through the installation. They said the our Wi-Fi connection was weak but it worked. I notice there is a lag time between when the doorbell is rung and when we hear it go off.

So, I did research and decided to buy a Wi-Fi range extender. Since I had a tri-band Netgear router I wanted to keep it all the same brand hoping to make it more compatible. I had seen that I could make it an access point or a range extender. I was not sure what was the best way to hook it up.

So I decided to call Netgear. I figured they would know which one. The first time I called Netgear for their recommendation the support person recommended to me to purchase an AC1900 Nighthawk Mesh Extender. She said I would want to set it up as an access point not as an extender. I told her we had a tri-band router. I also liked the idea that I could use one password and Wi-Fi name and wouldn't have to keep choosing which connection I was using. My router was already set to the smart connect so that it would choose the best one for the device on its own.

I got it yesterday and called Netgear support and had the agent walk me through the installation. He set it up as an access point. It took a good bit of time because apparently it didn't like the password I used and wouldn't let it install until I shortened it. Also, he couldn't get it to install without having to name the access point differently than the router one we had set up. After I got off the phone with the Netgear support person, I was looking at the box the extender came in and noticed it is a **Dual** band mesh extender not a **Tri**-band. I called back to Netgear and the person I spoke with said it would be better to get a Tri-band and I could send it back and buy the Tri-band. She also said I would not want to hook it up as an access point that I should have had it installed as an extender. I am so confused.

I started researching online again and now I really don't know what is best and nobody seems to agree. I called Best Buy, and a couple of network computer stores in town today. Again, everyone says something different.

I read that if you set it up as an extender, you lose about 50% bandwidth. It is just pushing the signal. I read if you set it up as an access point with the Ethernet cord you don't lose anything. But the two different support people I spoke with at Netgear said two opposite things.

I called Ring today and had them walk me through changing the connection to the access point that was downstairs. It said I now have a solid connection. But now I have two different SSID Wi-Fi Names and passwords.

So...I need to know what the right/best answer to these questions are:

1. Should I purchase the Tri-band Extender to match the Tri-band Router I have?
2. Should I set it up as an extender or an access point?
3. Is it better or worse to have it set up with two different SSID names and passwords?
4. If I keep the dual band extender will I lose the third channel on my tri-band route?