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Sunwire Internet with Whole Home Wi-Fi

Quickstart Guide

www.sunwire.ca

Thank You for Choosing Sunwire!

We pride ourselves on delivering the best service.

Contents

Installing Your Sunwire Home Internet.....	2
Setting Up Your Wireless Network.....	3
Changing Your Wi-Fi Credentials.....	4
Support's Frequently Asked Questions.....	6
Reasonable and Acceptable Use Policy.....	9

Installing Your Sunwire Home Internet

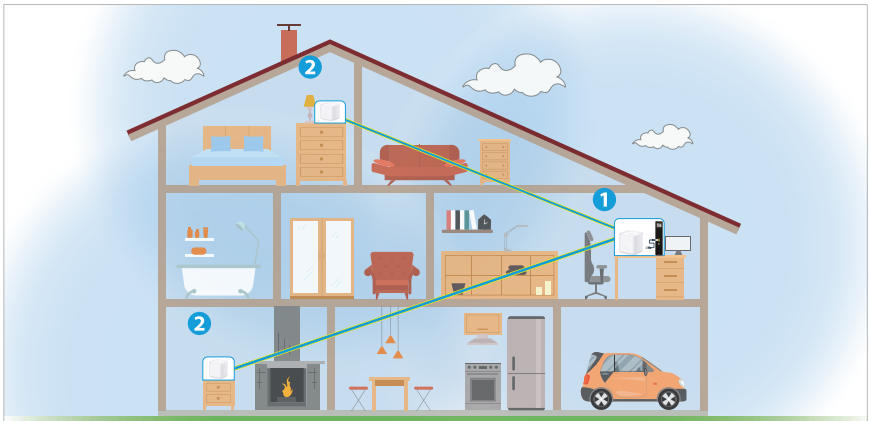
We make getting online quick and easy!

In The Box

- Main Wireless Unit (labelled with Network Name and Password)
- Additional Wireless Unit(s) (quantity will vary based on individual requirements)
- Power Supply (one per wireless unit)
- Network Cable (for main wireless unit)

Instructions

Sunwire Whole Home Wi-Fi allows for reliable coverage throughout your residence.



1. Connect the coaxial cable from the wall outlet to the coaxial connector on the back of the modem (hand-tighten to avoid damaging connectors). Connect the modem's power adapter to a an electrical outlet*. The modem will automatically power on. Bootup sequence takes 1-2 mins.

* It is strongly recommended that your modem and wireless units' power adapters be connected to a surge protector. Sunwire is not responsible for equipment damaged by a power surge (e.g. power outage, lightning strike, etc).

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2. Once the modem's Status light stays solid - it is connected to Sunwire. Next, use the supplied network cable to connect your modem to the port labelled "WAN/LAN" on the Sunwire wireless router. Connect the main wireless unit's power adapter to an electrical outlet.*

The device will boot automatically. Wait until the light at the top of the unit turns white. When the light turns white, the network is online. If the light at the top of your wireless unit does not turn white, please reach out to Sunwire's Support Team for further assistance.

3. Once the light at the top of the main unit turns white, simply plug in any additional wireless unit using its power supply.

For best results, any additional wireless units should be placed between **15 to 30 feet (5 to 10 meters)** away from the main unit. Failure to do so may lead to coverage or connectivity issues.

When the light at the top of each additional unit turns white, the unit is connected and ready to provide a wireless signal.

Note: Each wireless unit has two Ethernet ports. Your main unit will only have 1 available Ethernet port (the other will be connected to your modem). The Ethernet ports are optional and can be used for wired Ethernet devices such as a Sunwire IPTV set-top box, Smart TV or gaming console).

4. Connect to your Wi-Fi network using the credentials provided.

All Wireless Units Work Together

Your phone, tablet or other device will automatically connect to the nearest wireless unit as you move through your home; creating a truly seamless Wi-Fi experience.

You can expand your mesh Wi-Fi network coverage anytime by simply adding more wireless units.

Changing Your Wi-Fi Credentials

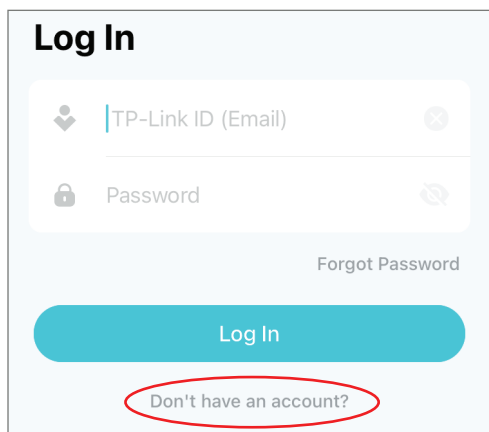
Customize your network name (SSID) and password.

Sunwire's Wi-Fi is managed by Sunwire. You do not have to manage your own network. The following steps are only required if you wish to change your Network Name or password.

1. Open your device's App Store and install the "TP-Link Aginet" app:



2. While connected to your Sunwire Wi-Fi connection, open the "TP-Link Deco" app. Log in using your TP-Link ID (Email) and password. If you do not have an account, click "Don't have an account?".

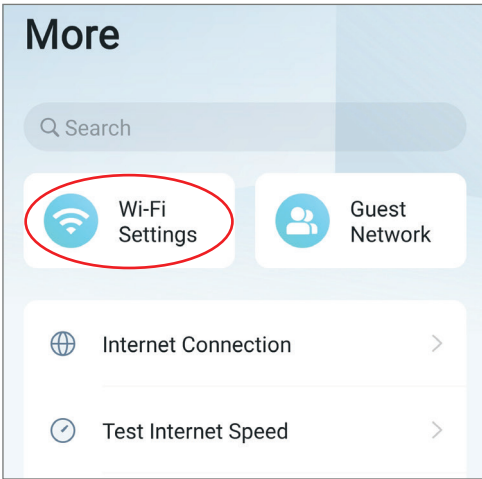


4. The App will automatically detect the Wi-Fi Network and ask you to "bind" your mobile device to the network. Click the 'BIND' button.

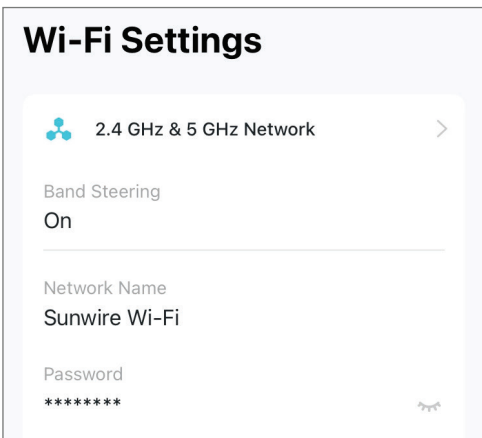
5. Once your device is binded, you will be redirected to the App's Home Screen. Click the "More" icon at the bottom right of the App's Home Screen.



5. Select 'Wi-Fi Settings' from the menu list:



6. Your Wi-Fi Settings, including Network Name (SSID) and Password will be visible. Click the 'Save' button in the top right corner.



Frequently Asked Questions

Get answers to the most popular questions.

Below, you will find some answers to our more frequently asked questions. For more help or to perform a Speed Test, please visit our website's support section.

Q. How does Internet usage work?

A. Typical Internet usage such as Email or surfing online, doesn't tend to use much data. However, streaming devices, videos, games and apps can increase usage. Here are approximate guidelines for common file sizes related to online activities (examples are provided as estimates only):

- *Email: 300KB (with small attachment)*
- *HD Photo: 2MB*
- *Music: 5MB per 4-minute song or 75MB per streaming hour*
- *YouTube: 5MB per minute or 300MB per streaming hour*
- *HD Stream or HD Movie: 5GB*
- *Video Gaming: Up to 35GB or more for an HD console or PC game*

Note: 1GB = 1,024MB and 1MB = 1024KB. Files are measured in bytes but data transmission speeds are expressed in bits. 1 Megabyte = 8 Megabits.

Q. Does your Internet have Data Limits or Download Caps?

A. No. All of our packages have no download or upload limits.

Q. Do you throttle your Internet speeds?

A. No. We do not throttle our speeds.

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Q. Why are my speeds slower on Wi-Fi than when connected?

A. Speeds over wireless signals may not be as fast as speeds on a wired connection. You may not be able to achieve maximum speeds; this is to be expected over wireless connections (specifically mobile devices).

Q. Can other household devices interfere with my Wi-Fi connection?

A. Interference is the second most common reason for Wi-Fi related problems. Wi-Fi works on different radio frequencies, but the most common is 2.4 Ghz. There are many other devices not related to Wi-Fi that use this wireless frequency and can interfere with your Wi-Fi signal. The most common interferers are:

- *Other Wireless Routers/Wireless Access Points: Most wireless routers will automatically change their channel to one with the least amount of interference upon rebooting. We would recommend rebooting each Wi-Fi router or access point in the home, one at a time until this has been completed and then retest.*
- *Baby Monitors: After rebooting your router to ensure it's on the channel with the least interference, we would recommend making sure any baby monitors or cordless phones are at least 15 feet away from any wireless router.*
- *Microwave: Ensure your Router is not in the same room as a microwave, or that the microwave is not directly on the other side of the wall as the Wireless Router. It's a good idea to be at least 15 feet away from any microwaves.*
- *Electrical Panel: If your modem is in a utility area or next to an electrical panel, try to move the modem as far away from the panel as possible.*

If removing the interference is not possible, it's recommended to use the 5 Ghz network instead. If you need assistance with this please reach out to technical support.

Q. Can the location of my Wi-Fi router impact the speed, range and strength of my Wi-Fi connection?

A. There are a lot of environmental factors that can negatively impact Wi-Fi. The most common problem is being too far away from the router, or the router not being located in an ideal location. Having Wi-Fi set up in the most effective physical location possible is the best way to resolve most Wi-Fi related issues.

If you live in a large home, or depending on the materials the home was built with, you may not be able to get a Wi-Fi signal throughout the entire home unless multiple Wi-Fi access points are set up.

We recommend to set up your router in a central location of an upper level. Wi-Fi signals transmit outwards like a circle and gets weaker as the distance grows. Wi-Fi also transmits better going from up to down like on the main or second floor, as opposed to from down to up.

Q. How do I configure my Sunwire modem to work with my router?

A. In order to put your modem in bridge mode you will need to reach out our Technical Support Department in order to change the modem's settings.

Q. How do I move my modem to another location in my home?

A. If you would like to relocate where the Internet signal enters your residence, please contact our Client Services Department. A relocation fee will apply.

Reasonable and Acceptable Use Policy

Please review the details below carefully.

Internet usage should be considered reasonable and acceptable at all times. Reasonable and acceptable Internet use is usage that's within the breadth of your service plan, is not in breach of any prohibited actions and is not an unreasonable burden on the Sunwire network.

The following actions are considered prohibited:

- access information which you do not have permission to access,
- distribute copyrighted material which you are not authorized to distribute by the copyright holder,
- distribute unsolicited bulk email (spam),
- knowingly transmit malware,
- phishing schemes, virus, trojan, or other harmful software program,
- transmit data that is unlawful, harassing, abusive, or defamatory,
- hack, attack or otherwise cause damage to the Sunwire or any other network, or equipment,
- use our services in any way that could negatively impact our brand, goodwill or reputation,
- abuse or violate the privacy of others,
- abuse or fraudulently use the Internet in any way,
- uploading or downloading, recovering or storing any information, data or material that could be considered defamatory or obscene, contains hate literature or child pornography,
- violates or infringes any right, title to, or interest in, intellectual property belonging to a third party.

If we suspect that the service has been used for illegal purposes, we may immediately terminate the service with or without notice and/or forward the applicable communication and other information to the appropriate authorities to investigate and prosecute. We reserve all of our legal rights.

Visit our website for complete service terms and conditions.



Sunwire Inc.
www.sunwire.ca

If you require any further assistance,
please contact our support team:

support@sunwire.ca
1-833-727-6777

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