

Solutions that shine.



Sunwire Home Internet

Quickstart Guide

Hitron CDA3 w/ M5 Deco

www.sunwire.ca

Thank You for Choosing Sunwire!

We pride ourselves on delivering the best service.

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Installing Your Sunwire Home Internet

We make getting online quick and easy!

In The Box

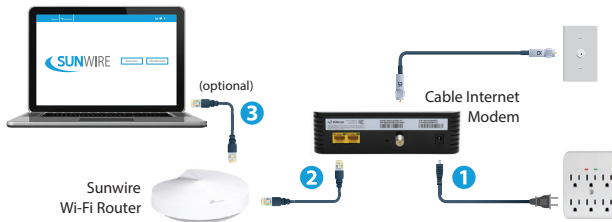
1 x Cable Modem

1 x Wireless Router

1 x Ethernet Cable (colors may vary)

1 x Coaxial Cable

Instructions (Do not connect equipment until advised by Sunwire)



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).
2. Connect the modem's power adapter to a an electrical outlet.* The modem will automatically power on. Bootup sequence takes 1-2 mins.
3. Once the modem's Status light stays solid - it is connected to Sunwire. Next, use the supplied network cable to connect your modem to **Port 1** on the Sunwire wireless router. Connect the main wireless unit's power adapter to an electrical outlet .*
4. The device will boot automatically. When the light at the top of the unit turns green, the network is online. The Ethernet port is optional and can be used for wired Ethernet devices. If the light at the top of your wireless unit does not turn green, please reach out to Sunwire's Support Team.
5. Connect to Wi-Fi using the credentials on the label affixed to your router.

Note: It is strongly recommended that your modem's power adapter be connected to a surge protector. Sunwire is not responsible for modems damaged by a power surge (e.g. power outage, lightning strike, etc).

Setting Up Your Wireless Network

Ensure your environment gets the best possible Wi-Fi.

Where to Find your Wi-Fi Credentials

Your Wi-Fi network name and password are on a Sunwire label affixed to the side of your modem.

Modem Location

We recommend placing your device on an upper level or in a central location of the dwelling in order to maximize coverage. Wi-Fi signals move better when going downwards (devices on main or upper levels) as opposed to moving upwards (devices in basements).

If you live in a large home and/or depending on the construction materials used in your home, you may not always get full Wi-Fi signal throughout the dwelling (see below to increase Wi-Fi range).

If you wish to move your modem and require your coaxial outlet to be relocated, contact Sunwire. A relocation fee will apply.

Increases Range and Signal

Sunwire's Whole Home Wi-Fi solution provides you with Access Points that are wirelessly connect to the main router in order to provide you with seamless mesh Wi-Fi throughout your entire home. Contact us for details.



Decreases Range and Signal

- Metal or concrete walls/floors between the Wi-Fi device and the device connecting to Wi-Fi.
- Large metal appliances (e.g. electrical panels, aquariums or metal cabinets).
- Interference from other devices (e.g. cordless phones, baby monitors, or microwaves).

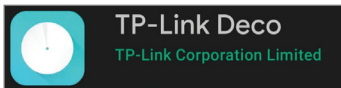
Note: The included Wi-Fi service is a complimentary feature for customers that are using a Wi-Fi enabled modem provided by Sunwire. Although reliable in most situations, it may not be suitable for every client in every environment. Should Wi-Fi issues occur, our support team is available to assist and will make every effort possible to diagnose and resolve the issue. Unfortunately, we are unable to issue credits for Wi-Fi related issues.

Changing Your Wi-Fi Credentials

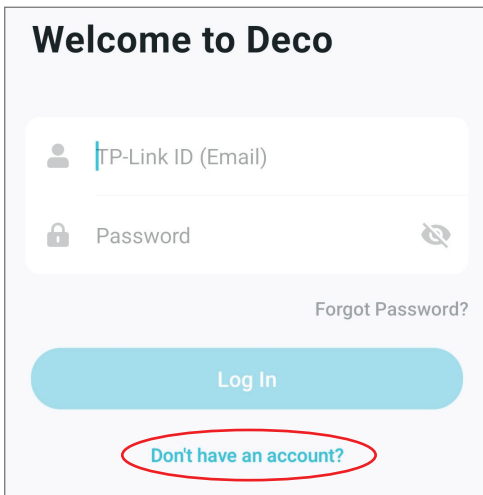
Customize your network name (SSID) and password.

Sunwire's Whole Home 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 Deco" 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.

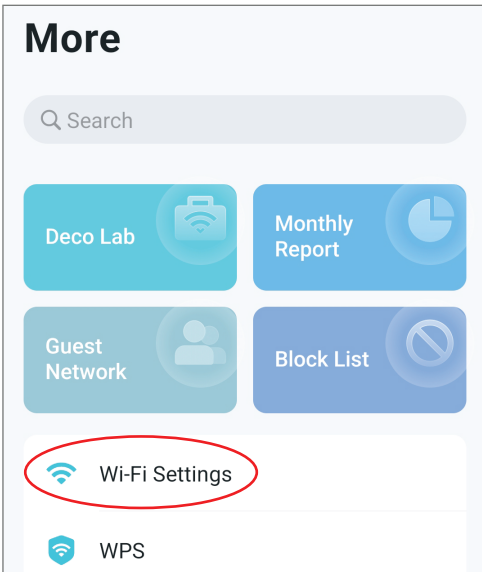
5. Once your device is binded, you will be redirected to the App's

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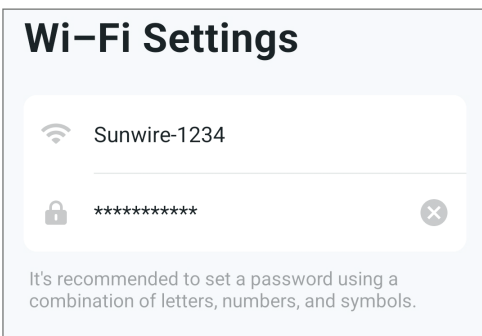
Home Screen. Click the “Grid/More” icon at the bottom right of the App’s Home Screen.



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



6. Your Wi-Fi Settings, including Network Name (SSID) and Password will be visible. Click on any field to modify the settings.



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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