

If *all* of your devices cannot get online (if one or more of your devices is online, do not go any further, do not reboot the router, the problem is with your device & you will need to resolve that), walk over to the Optical Communities' cabinet in your apartment (where you found the sticker with your Wi-Fi credentials), open it & locate the router (which will be directly in front of you).

- Reboot the router (see directions below).

**Q. How do I Reboot the Router?**

A. Walk over to the Optical Communities' cabinet in your apartment, open it & locate the router (which will be directly in front of you).

- locate the power strip to the lower left, turn the power switch "Off" on the power strip, wait 20 seconds, then turn the power "On".
- The LED on the front panel of the router will blink Green. When that LED becomes solid Green the reboot is complete (this can take up to 3 minutes to complete).
- If you cannot locate the router, walk to the fuse/breaker box in your apartment, locate the breaker labeled ""Data" or "Data/SWE". Flip the breaker switch to the Off position, wait 20 seconds, then flip the switch to the "On" position. Check your devices to see if they are online (this can take 1-3 min).

Contact customer service if the light on the front panel does not turn solid Green.

**Q. The LED on the Front Panel of the Router is Solid Green but I can't get Online?**

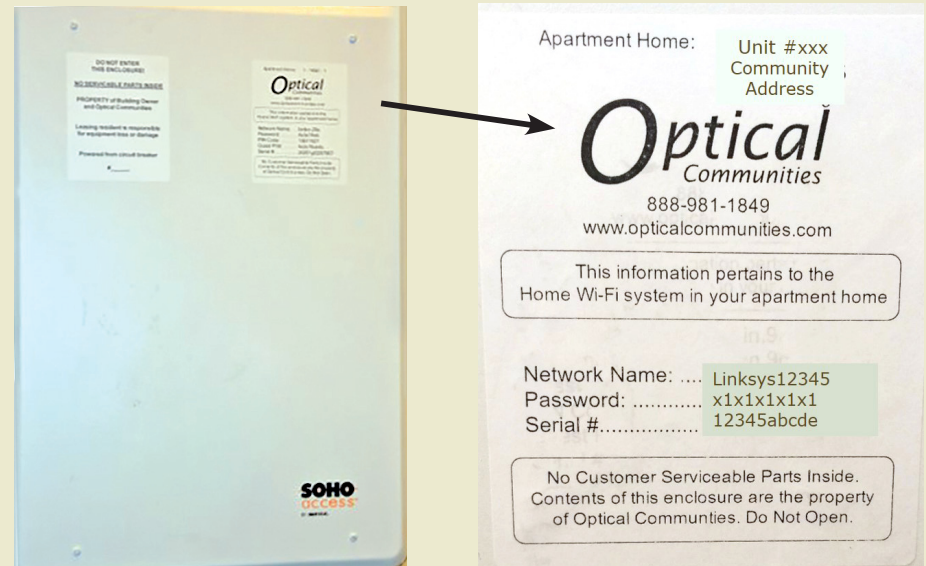
A. (1) check to make sure that your Wi-Fi is enabled on your device(s); (2) confirm that you are connected to your Home Wi-Fi network; (3) confirm your connected to the correct Network Name. If you answered yes to the prior three questions, and you're not running Windows8 or have an older device or a legacy operating system (i.e., Windows XP or older), call customer service.

If you're running Windows8 you may not be connected to or find the correct Network Name because Windows8 is very difficult to manage (and you may need to engage an expert). If you're running Windows XP and/or some older network hardware on your computer, it: (i) may require a software update to support WPA/WPA2; (ii) your Windows XP computer is running SP2 and you will need to update to Windows XP SP3 or you will not be able to set up the router via the wireless setup process.

## How To Access & Connect To Your Home Wi-Fi

1. Identify the Network Name (or SSID, the wireless network associated with your apartment home) & the Password (p/w) to access your Home Wi-Fi.
2. Your Network Name and p/w are printed on a label attached to the cabinet (see Figure 1) with the Optical Communities' logo, which is found in your master bedroom, hall or other closet in your apartment home (if you cannot locate this label, call customer service to retrieve).

Figure 1:



888-981-1849

www.opticalcommunities.com



Smart TV  
Gaming Console

**You Must Connect Your Smart TV, PlayStation, X-Box, Nintendo, Soundbar, Stick with an Ethernet Cable into an active data jack**



Smart TV  
Gaming Console


## Connect Your Wireless Device(s)

### iOS (iPhone, iPad, and iPod touch)

1. Open the Settings app and select the Wi-Fi menu item.
2. Select your wireless network from the list that appears there.

### Mac OS® X

Your Mac® provides a menu of available wireless networks at the right end of menu bar.


1. Click on the  icon showing wireless waves.
2. Select your wireless network from the list that appears there.

### Android™ (phones and tablets)

1. Open the Settings app and select Wireless and Network.
2. From there, select Wi-Fi to see the list of available networks.
3. Select your wireless network from the list.

### Windows® 7

Your computer provides a menu of available wireless networks at the right end of the task bar.

1. Left-click on the icon  that looks like signal strength bars.
2. Select your wireless network from the list.

### Windows® 8

1. Swipe in from the right edge of the screen, tapping Settings (or if you're using a mouse, pointing to the lower-right corner of the screen, moving the mouse pointer up, & then clicking Settings), & then tapping or clicking the network icon (Wireless network or Wired network icon). Tap or click the network you want to connect to, & then tap or click Connect.

### Windows® 10

1. To connect to your network, click the network icon in the system tray & select from one of the available networks. Then, make sure you select the Connect automatically option if this is a network you'll be frequently connecting to on a regular basis. Finally, click Connect and enter the SSID to complete the configuration.



Smart TV  
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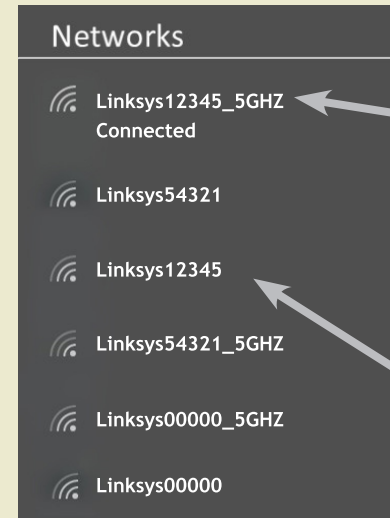
**Connect Your Smart TV,  
PlayStation, X-Box,  
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with an *Ethernet* Cable  
into an active data jack**



Smart TV  
Gaming Console

## How To Connect Your Wireless Devices

To select your wireless network, select the Network Name that corresponds to the Network Name printed on the label in your apartment from the list of wireless networks that appear on your device (below is an example). Then enter the p/w.



Find your Network Name (SSID) from the available wireless networks that appear on your device. (Using the *example* above you would select):

**Linksys12345\_5GHZ**

We recommend you connect your devices to your Network Name with the 5GHZ suffix since this network delivers faster speeds & is not prone to interference. You may have to scroll down all of the way among the available wireless networks to find this network.

You can also choose the generic Network Name (the 2.4 GHz channel) if your device does not support 5 GHz or if you require greater range. This network has greater range vs. the 5 GHz network but may be slower at times (the p/w is the same for both networks)

**Linksys12345**

## FAQs / Self-Help Options

### Q. How Should I Connect my Smart TV (Gaming System &/or Stick)?

A. You should always connect any Smart TV, gaming system, or stick with an Ethernet cable into a wall jack. If you connect these devices via wireless it may significantly degrade your Internet speeds. In addition, some Smart TVs will “media share” when connected wirelessly and knock a router off-line.

### Q. I can't Find the \*\_5GHZ Network?

A. Scroll all the way down among all of the wireless networks that appear on your device. If you cannot find any \*\_5GHZ Network Names, this may mean that your device is not 5 GHz capable (all devices made before 2013 are not 5 GHz capable). In addition, some device/TV/gaming/stick manufacturers do not include 5 GHz capability in their devices because of cost.

### Q. The Password is Not Working?

A. Verify that your “CapsLock” key is not “On”? Try to enter your codes again. If this does not resolve the issue call customer service to verify that the p/w is correct.

### Q. I can't get Online, How do I Know if it's my Device, Router, or Network?

A. First check your other device(s). If one more of your devices is online, the issue is with the device that cannot get online: (i) check to make sure that Wi-Fi is enabled on the device(s); (ii) restart/reboot the device(s); (iii) the device(s) may have an older operating system or network hardware that may need to be updated.