

Solutions that shine.



# Sunwire Home Internet

## Quickstart Guide

Arris DG2470 / DG3270

[www.sunwire.ca](http://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

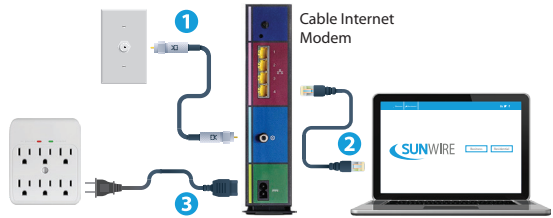
1 x Cable Internet Modem  
1 x Power Adapter

1 x Ethernet Cable  
1 x Coaxial Cable

## Instructions (Do not connect equipment until advised by Sunwire)

### Did you know?

A UPS (uninterruptable power supply) can keep your Internet working for a period of time during a power outage.



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). Contact Sunwire if you cannot find the wall outlet.

2. If you are using your own router, connect the Ethernet cable from the back of the modem to the back of your router. If you do not have your own router, it is highly recommended that you connect the Ethernet cable from the back of the modem to the back of your device (PC, Mac, TV, gaming console, etc) wherever possible (not required if using Wi-Fi).

3. Connect the power adapter from the modem to a surge protector or UPS in an electrical outlet. The modem will automatically power on.

4. The power light will turn on immediately followed by the US/DS light. The modem's Online light will then flash during connection and stay solid once connected to Sunwire (total bootup sequence takes 2-3 minutes).

**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).

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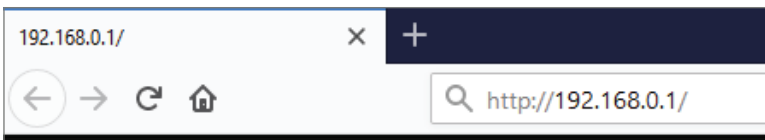
**Note:** The Sunwire provided Wi-Fi service is a feature for customers that are using a Wi-Fi enabled modem provided by Sunwire. Although reliable in most situations, it may not be suitable for every client in every environment. Should Wi-Fi issues occur, our support team is available to assist and 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

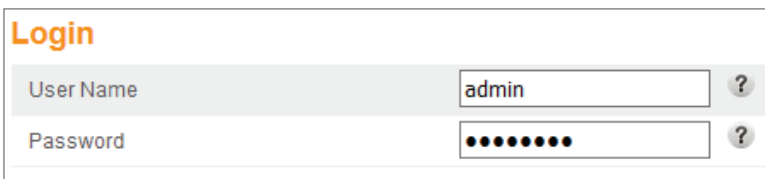
Customize your network name (SSID) and password.

In order to change your Wi-Fi network name (SSID) and/or password, simply follow the steps below.

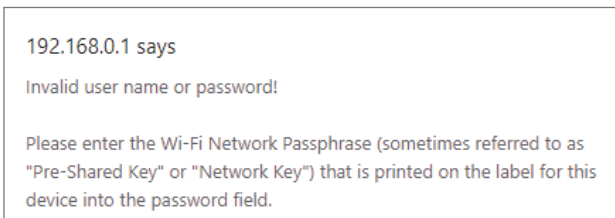
1. Using a device that is connected to Wi-Fi or directly to your modem, open your browser and type in the following address:



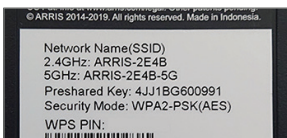
2. When prompted, enter **admin** for the username and **password** for the password. Click the 'Apply' button.



Warning! If you are presented with the following error message:



Look under your device for the **Preshared Key**. Enter it as the password.



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3. Upon logging in, you will be redirected to the *System Basic Setup* page. From here, you can adjust your Wi-Fi network name (SSID) and password for your 2.4 GHz and 5 GHz Wi-Fi frequencies\*. Passwords must be at least 8 characters long. We do not recommend changing any other settings.

Wireless 2.4 GHz	
Enable Wireless	<input checked="" type="checkbox"/> ?
Wireless Network Name (SSID)	<input type="text" value="SUNWIRE-0059"/> ?
Pre-Shared Key	<input type="text" value="awp9697t"/> ?

Wireless 5 GHz	
Enable Wireless	<input checked="" type="checkbox"/> ?
Wireless Network Name (SSID)	<input type="text" value="SUNWIRE-0059-5G"/> ?
Pre-Shared Key	<input type="text" value="awp9697t"/> ?

[More Wireless Settings...](#)

\* The primary differences between the 2.4 GHz and 5GHz wireless frequencies are range and bandwidth. 5GHz provides faster data rates at a shorter distance. 2.4GHz offers coverage for farther distances, but may perform at slower speeds.

4. Scroll down and click the 'Apply' button. To ensure the changes are applied, wait for the page to reload.

## 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.

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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

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

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

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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).*

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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.*

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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.*

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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](http://www.sunwire.ca)

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

[support@sunwire.ca](mailto:support@sunwire.ca)  
1-833-727-6777

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