

Solutions that shine.



# Sunwire Whole Home Wi-Fi

## Quickstart Guide

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

# Installing Your Sunwire Whole Home Wi-Fi

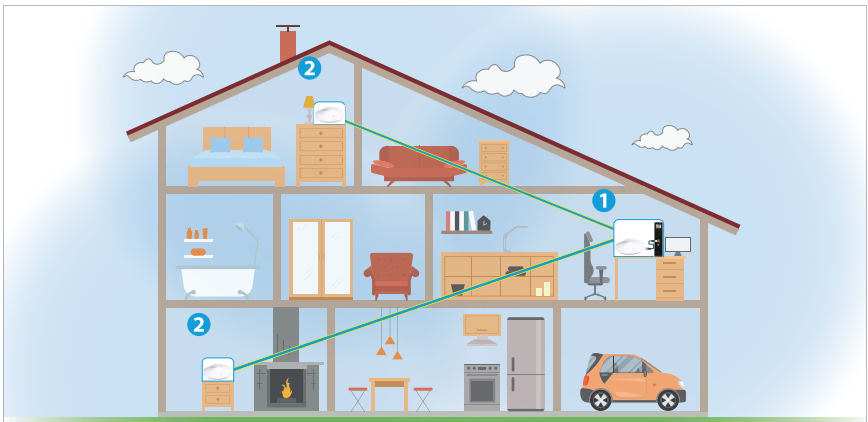
Quickly and easily setup your mesh network.

## 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** With your internet modem online, use the supplied network cable to connect your modem to any port on the main wireless unit. Next, connect the main wireless unit's power adapter to an electrical outlet using a surge protector.\*

\* 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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The device will boot automatically. Wait until the light at the top of the unit turns green. When the light turns green, the network is online.

If the light at the top of your wireless unit does not turn green, please reach out to Sunwire's Support Team for further assistance.

② Once the light at the top of the main unit turns green, 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 green, 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).*

③ Connect to your Wi-Fi network using the Network Name (SSID) and Password affixed to the main wireless unit. If wireless concerns persist, you may have to move your wireless unit(s) and/or increase the number of units in your residence.

### 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.

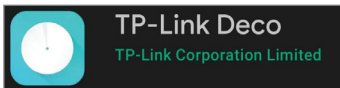
You can expand your mesh Wi-Fi network coverage anytime by simply adding more wireless units.

## Changing Your Wi-Fi Credentials

Customize your network name (SSID) and password.

Sunwire's 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 and press the 'SIGN UP' button to get started.

### Welcome to Deco

Email address

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Password

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**SIGN UP**

[FORGOT PASSWORD?](#)

3. Enter the email address and password you would like to use in order to manage your router. When finished, click the 'SIGN UP' button.

### Create a TP-Link ID

Email address

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Password

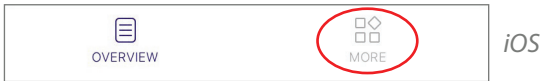
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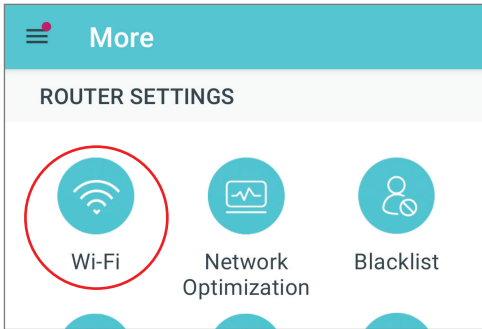
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4. The App will automatically detect the Wi-Fi Network and ask you to “bind” your mobile device to the network. Click the ‘BIND’ button.

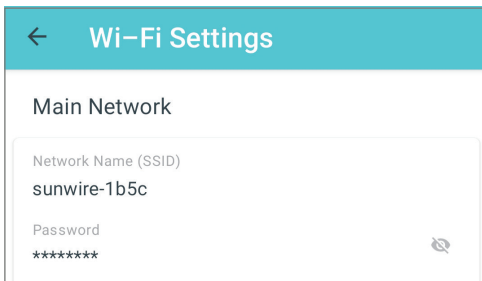
5. Once your device is binded, you will be redirected to the App’s Home Screen. Click the “grid” icon (Android) or “More” icon (iOS) at the bottom right of the App’s Home Screen.



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



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



7. Press the ‘SAVE’ button in the top right to save your changes.



**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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