# primus

## SmartRG 804 Wi-Fi Home Gateway
## Quick Install Guide

**Everything you need to get up to speed**

## Please read first

Thank you for selecting Primus for your Internet service. Enclosed you will find your Internet Wi-Fi home gateway and everything you need to start surfing the Internet.

**TECHNICIAN INSTALLATION**

A field technician visit may be required for your service installation. If a technician visit is required you will receive a phone call from Primus confirming your appointment time and any additional details.

If a technician visit is not required or you are setting up a replacement gateway, please follow the instructions below and you'll be up and running in minutes.

Your start-up kit includes:
- Wi-Fi home gateway
- Ethernet cable
- power adapter

**1  CONNECT COAXIAL CABLE**
- Connect the coaxial cable (that was installed by the field technician) to the cable connector on the gateway.

**2  CONNECT POWER TO WI-FI HOME GATEWAY**
- Plug the power adapter into the power connector of the gateway.
- Plug the other end of the power adapter into a power outlet.
- Ensure that the ON/OFF button at the back of the gateway is depressed ("ON" position). The LED "Power" light on the front of the gateway will be solid green.
- The network registration process will begin and can take up to 30 minutes. **DO NOT unplug the gateway during this time.**
- The gateway is ready after the LED "Internet" light on the front of your gateway is solid green.

**3  CONNECT DEVICE TO WI-FI HOME GATEWAY**

You can connect via Wi-Fi. See reverse for details.
Alternatively, you can connect your computer directly into the gateway with an Ethernet cable.
- Connect one end of the Ethernet cable to the Ethernet port (LAN 1) on the gateway.
- Connect the other end of the Ethernet cable to the Ethernet port on your computer.
- You may connect up to 3 additional computers to the Ethernet ports located on your gateway.

If the "Internet" LED fails to turn on, do a factory reset by using a paper clip to push the reset button on the back of the gateway and hold for 10 seconds. Then complete the steps above once more. If the "Internet" LED still is not solid green, please contact Technical Support for further assistance at **1-800-506-5552**.

For more information on configuring DHCP please consult your computer networking parameters or your router manual.

**Wired Set-up**

Cable Outlet

Computer          Wi-Fi Home Gateway

**Wi-Fi Set-up**

Cable Outlet

Wi-Fi Home Gateway

▬ ETHERNET          ▬ POWER          ▬ CABLE CONNECTION

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*more >*

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### CONNECTING YOUR WIRELESS NETWORK

Primus clients do not need to configure wireless security on the wireless gateway; the gateway is already set up with a unique security key. You will be prompted to enter a WPA key when attempting to connect a laptop or other device to the wireless network; the WPA key can be found on the bottom of your gateway. Please note the USB port on the back of the gateway is functional, however Primus does not support its features.



### IMPORTANT! Use the following credentials to connect to your wireless network

The following information is found on the bottom of your gateway, as shown in the image above.

**Wi-Fi Name / Wi-Fi SSID: SmartRG_XXXX**
Your Wireless Network Name is the "WiFi SSID".

**Wi-Fi Password:**
The Password for your Wireless Network is the "WiFi Key".
Please note: the Wi-Fi Password is case sensitive.

### TIPS TO GET THE BEST WI-FI SIGNAL

1. Place the gateway in a central location.
2. Avoid surrounding the gateway with metal objects.
3. Try to place the gateway away from any concrete or brick walls.
4. Avoid placing the gateway next to a microwave or wireless home phone.
5. Position the gateway up high.

### USEFUL LINKS

**Manage Your Account**
With Primus e-Care you can simply and conveniently manage your Primus account online in a safe and secure environment 24 hours a day, 7 days a week. Update your personal information, view your account balance, pay your bill online and much more! To log in or register, visit **ecare.primustel.ca**.

**Technical Support**
For general support for your Internet and email services please visit our support website **support.primus.ca**.

## Thank you for choosing Primus.

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