

- 4** For a **wired connection** set up, connect one end of the Ethernet Cable provided to the LAN 1 port on the back of the gateway and the other end to your computer

Once complete you can now connect up to 3 additional devices to the LAN ports located on the back of your gateway.



TECHNICAL SUPPORT

If the “Online” LED fails to turn on, do a factory reset by using a paperclip 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 “Online” LED still is not solid, please contact Technical Support for further assistance at **1-800-506-5552**.

Please note the USB port on the left side of the modem is functional, however Primus does not support its features.

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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SmartRG SR808ac Wi-Fi Home Gateway Quick Install Guide

See inside to understand how to get the best internet experience by using your Dual Band Wi-Fi Network

To get familiar with the set-up steps visit primus.ca/808video



Thank you for selecting Primus for your Internet service.

Enclosed you will find your Wi-Fi home gateway and everything you need to start surfing the Internet.



Wi-Fi Home Gateway



Ethernet Cable



Power Adapter

Once your service is installed you can get started with the steps below.

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



- 2 Connect one end of the **power adapter** to the gateway and the other end to an electrical outlet. Now, turn on the gateway by pressing the On/Off button. The LED "Power" light on the front of the gateway should become solid.

The network registration process will begin taking approximately 5 minutes and in some cases it will take up to 30 minutes
DO NOT unplug the gateway during this time.

The gateway is ready when the LED "Online, DS and US" lights turn solid and are not flashing. Proceed to step 3 or 4 depending on how you wish to connect your devices.

- 3 For **Wi-Fi (wireless internet connection)** set-up, view Wi-Fi networks available on your computer/tablet/smartphone. If your device is compatible with 'ac' Wi-Fi, it will see 2 Primus Wi-Fi networks and you should set up both networks to get the best Wi-Fi experience. If your device does not see the 5Ghz Wi-Fi network (not compatible), simply connect to the 2.4Ghz Wi-Fi network.

To connect to the 2.4GHz network, select: **SmartRG-XXXX**

Click 'Connect' and enter the alpha-numeric Wi-Fi key exactly as found on the sticker on the bottom of your gateway (Wi-Fi password is case sensitive).



If available, connect to the 5GHz network, select: **SmartRG-XXXX-5G** and enter the same Wi-Fi key as above

Once complete you can now connect additional wireless devices as above.

Why 2 Wi-Fi Network Connections (Dual Band)?

Your gateway is equipped with 2.4GHz and 5GHz Wi-Fi frequencies which provides the option of connecting devices to different Wi-Fi networks.

How to use the Dual Band Wi-Fi Networks

- Once your device is set up with both Wi-Fi networks, you can select which band you would like each device to default to by selecting that network
- If your device default is 5GHz it will switch to 2.4GHz automatically if you move out of the 5GHz signal range but will not automatically switch back later to 5GHz if you move back in range. To reconnect to the 5GHz, you must reselect the 5GHz network
- If you drop your Wi-Fi connection completely (eg leave your home), your device will connect back to the last network that you selected

Benefits of the 5GHz network

- The higher frequency 5GHz network allows data transfer at higher connection speed for improved video streaming and large data transfers
- Connecting your smart TV or tablet on the 5GHz network as the default should provide a better experience for streaming video content.