

Please read first

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.

Everything you need to get up to speed



Your start-up kit includes:

- Wi-Fi home gateway
- Ethernet cable
- telephone cord
- two filters
- splitter
- power adapter

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 instruction below and you'll be up and running in minutes.

1

CONNECT WI-FI HOME GATEWAY TO YOUR PHONE LINE

- Connect the grey telephone cord directly into the telephone outlet.
- Connect the other end of the grey telephone cord into the DSL port of your gateway.

If you want your gateway and your phone to share the same telephone outlet:

- Use the splitter provided in this start-up kit.
- Connect the splitter directly into the telephone outlet.
- Connect Wi-Fi Gateway
 - Connect the grey telephone cord directly into one of the 2 outlets of the splitter
 - Connect the other end of the grey telephone cord to the DSL port of your gateway.
- Connect the Home Phone
 - Connect the filter provided into the other outlet of the splitter, and connect your telephone to that filter. **Do not plug your Wi-Fi gateway into a filter or it will not work.**

2

INSTALL DSL FILTERS

All telephone outlets that have a phone directly connected will require a filter.

- Unplug all telephones and other devices that use your home phone wiring (fax machines, answering machines, etc.) from their telephone outlets.
- Plug a filter into the telephone outlet, then plug the telephone or fax machine into the filter.
- Your start-up kit contains 2 filters.
- You can use the included splitter in order to share a telephone outlet with a telephone and your gateway.

3

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.

4

CONNECT DEVICE TO WI-FI HOME GATEWAY

You can connect via Wi-Fi. See reverse side for details.

Alternatively, you can connect your computer directly into the Gateway with an Ethernet cable.

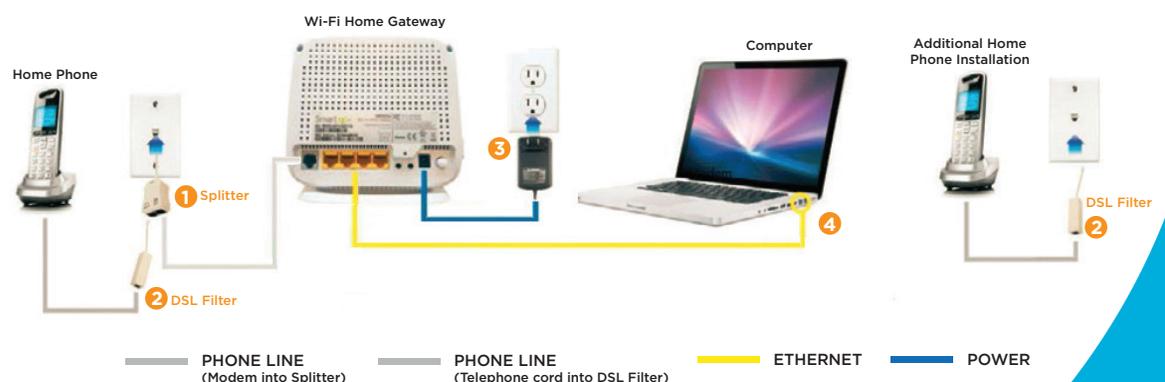
- Connect one end of the Ethernet cable to the Ethernet port (LAN 1) on the gateway.
- Connect the other end of the Ethernet cable to the Ethernet port on your computer.
- You may connect up to 3 additional computers to the Ethernet ports located on your gateway.
- The set-up process will begin and can take up to 30 minutes.
- Once the "Internet" light is solid green, you are connected to the Internet.

In order to set up your Internet connection for the first time, visit dsl.primus.ca.

If the "Internet" 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 "Internet" LED still is not solid green, please contact Technical Support for further assistance at **1-800-506-5552**.

For home alarm systems that use the same phone line, please contact your alarm company to have a filter installed.

For intercom systems that use the phone line, contact your building manager to have a filter installed.

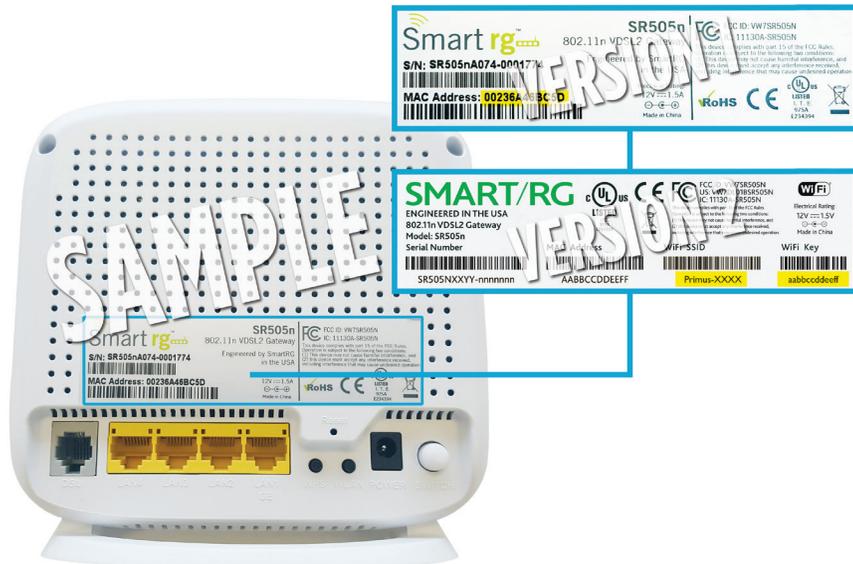


SmartRG 505 Wi-Fi Home Gateway

Quick Install Guide

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



IMPORTANT!

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

If your gateway has VERSION 1 of the sticker:

Your Wireless Network Name is “Primus-XXXX” where XXXX is the last four characters of “MAC address”.

The Wi-Fi Password is the “MAC address” in lowercase. Please note: the Wi-Fi Password is case sensitive.

If your gateway has VERSION 2 of the sticker:

Wi-Fi Name / Wi-Fi SSID: Primus-XXXX

Your Wireless Network Name is the “Wi-Fi SSID”.

Wi-Fi Password:

The Password for your Wireless Network is the “Wi-Fi 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

Visit primus.ca/SmartRG505Video to watch our video on How to set up your Primus Internet service with the SmartRG 505 home gateway.

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

Thank you for choosing Primus.