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

In order to initialize your Internet connection for the first time, visit dsl.primus.ca and following the on screen instructions.

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

Thank you for choosing Primus.

primus

SmartRG SR516ac 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/516video**

Q218

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 | Telephone Cord | Power Adapter |

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

1 Using the black telephone cord provided, connect one end of the telephone cord to the **DSL port** on the gateway and connect the other end to the telephone jack/outlet.

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 green.

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.

Once gateway is ready, the LED "Internet" light on the front will be solid green, 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 5GHz 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: **Primus-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: **Primus-XXXX-5G** and enter the same Wi-Fi key as above

In order to initialize your Internet connection for the first time, visit dsl.primus.ca and follow the on screen instructions.

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.