

Big Dog High Speed Internet

(319) 883-4486

INTERNET SETUP GUIDE

What you will need to get connected:

- A Wireless Router (NO MODEMS)
- Computer, Laptop, or Smartphone



How to Connect

1. Locate the Ethernet line for your unit which will be located in the furnace room.
2. Plug this line into your Wireless Router's internet port, then connect power. See the Router Manual for additional information. Some Routers have an App that you can download for Set-Up and Maintenance.
3. Follow the directions that come with your router and go through the set up process. The internet is active in your home already, your router just needs to get connect to it!
4. Set up your Wi-Fi name and password. Then connect your devices to Wi-Fi.

Troubleshooting Tips

- Make sure you have a wireless router and NOT a modem or a modem/router combo. Anything with the word modem on it WILL NOT WORK, nor will equipment from Mediacom or CenturyLink.
- If you are experiencing any issues unplug your router for 10 seconds, plug it back in and wait for it to reset. If issues persist call (319) 883-4486
- If your router has been set up at a previous location you may have to factory reset your router for it find the internet here in your new home.
- To have the fastest possible speeds in your unit make sure your Ethernet cable has all 8 wires on both ends. If one end of the Ethernet cable has 4 wires and the other side has 8 wires, make sure to plug the side with 8 wires into the wall outlet to optimize your speed.

Big Dog will perform all service calls involving issues up to the ethernet port for free. If the service call is an issue with the router or a user error there will be a \$75 charge. A Credit or Debit card will be required to be on file for any scheduled service call. Big Dog does not service individual routers, computers, printers, tablets, or any other devices.