synergy fiber

Resident User Guide

Internet | TV Service

Internet

Getting Started

Internet is an amenity service included with your rent. Internet access is available in your apartment and throughout the building.

To connect via Wifi:

► Connect your device wirelessly by selecting your building's Wifi network and enter the SSID & password provided to you during move-in.

► Repeat this process to connect all your devices to the wireless network.

To connect via Ethernet:

To use a wired connection, connect your computer to the nearest Ethernet port. Once attached, you will have full internet access.

Please note:

► Some buildings do not have wired ports available in all rooms.
► Contact the front desk to verify what is available at your location.
► Some buildings require additional registration through a portal before allowing full network access. If required, you will be prompted to register your device before having full network access.
► Follow the registration prompts to register your device(s) for access.

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Internet

Connecting Devices

Gaming Systems:

For the best experience, we recommend connecting your game console via Ethernet. Consoles may be connected wirelessly, however not all features may be available.

If you need assistance configuring your console, please contact Synergy Support with the following information:

- ► Make and model of your console

- ► Wired MAC address of your console

Other Equipment:

Some wireless devices such as printers, Chromecast, Roku, Apple TV, etc, require network access. The amenity Wifi does not allow these devices to access the network.
To utilize these devices you need a private network connection.
Go to: **register.synergyfiber.com** to register devices for private wireless.

For more information, visit synergyfiber.com/support.html and select your building sign-up form.

How to find your Mac Address:

► https://www.synergyfiber.com/documents/MAC-Address-Guide.pdf

Internet

Troubleshooting

If you're experiencing issues with WIFI:

- ► Confirm WIFI is on and connected to proper SSID
- ► Forget WIFI network and re-add
- ► Reboot computer
  If you're still experiencing issues, contact Synergy support for further assistance.

If you get an error saying your IP is already in use:

- ► Forget and rejoin the network
- ► Restart your device
- ► Flush the DNS to get a new IP

  - ○ Windows: Open command prompt and type in **"ipconfig /flushdns"**

  - ○ Mac: Follow the guide for your OS here
    https://support.apple.com/en-us/HT202516

If you continue to experience the same error, please contact Synergy Support with the following information:

- ► IP address of your device
- ► MAC address of your device

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Troubleshooting

If experiencing issues with wired connection:

- ► Restart your device
- ► Unplug and reconnect the Ethernet cable
- ► If possible, try a different cable
- ► Click the Wifi icon to see if any network access is being permitted
- ► Screen shot any errors or messages displayed
- ► If you continue to experience issues contact Synergy Support with the following:
  - ○ IP address of your device
  - ○ Wired MAC address of your device
  - ○ Troubleshooting steps taken so far

If you have a specific game, program or website that you are not able to access on your computer:

- ► Contact Synergy Support with the following information:
  - ○ Port number of your program or game
  - ○ Wired MAC address of your device

Television

Getting Started

Setup:

Television service is provided via a cable connected to a coax jack on the wall. The amenity Dish service requires your TV be equipped with a digital QAM tuner. Confirm if your TV has a QAM tuner. Most newer TV's utilize QAM, however, if your TV does not have a QAM tuner you may contact us with the make and model of your TV to order and install one.

► For more information, visit setupmytv.synergyfiber.com and select your TV model.

Amenity TV's provided by the property will already be programmed when you move in, there is no need for additional setup. Personal TV's will need to be connected to the wall jack and then run an "auto-scan" or "auto-program" to pick up channels.

Programming:

A unique channel guide for your building can be found at synergyfiber.com/support.html within the sign-up forms.

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Television

Troubleshooting

If you attempt to run a channel scan during a building-wide service outage, you will likely need to complete another channel scan after service is restored in order for your TV to receive all channels again

If you have upgraded TV and experience issues:

  ► Reboot your receiver
  ► Run a channel scan (Note: If you attempt a channel scan during a building-wide service outage, you will need to run another channel scan after service is restored for your TV to pick up all channels again)

If you continue to have problems with your TV service:

  ► Confirm if other TV's in your apartment have the same issue
  ► Contact Synergy Support with the following information:
    • TV model
    • Which channels you are missing
    • What message or error is displayed

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Television

Troubleshooting

If you are missing channels:

- ► Confirm the cable is connected properly from the TV to the wall
- ► Perform a channel scan
  - ◦ Go to the TV Menu and select "Channel" or "Setup"
  - ◦ Find the option "Auto channel search", "Auto-tune" or "Auto-program"
  - ◦ Select and perform the channel scan under "Cable" option
  - ◦ Once complete it shows the number of channels found

Please note:

The steps for performing a channel scan can vary depending on the model of your TV. If you cannot successfully complete a channel scan using the steps above, please check the user manual provided for your TV.

If you don't have the original user manual, try searching your TV make and model online and follow the steps for completing a channel scan.

Television

Upgraded Service

Please note:

All options and pricing are available exclusively through Dish Network and are subject to contract terms and conditions.

Upgraded TV Service:

Some properties allow their residents to purchase individual upgraded subscriptions through Dish Network. If your apartment qualifies, you may contact us to order upgraded service for your room. You can check with the front desk to confirm if you qualify, or contact the help desk at 203-280-2029.

All upgraded service options are available online at
> ► www.dish.com/options-change_thistoareallink

Contact Us ⚙

24/7 Help Desk

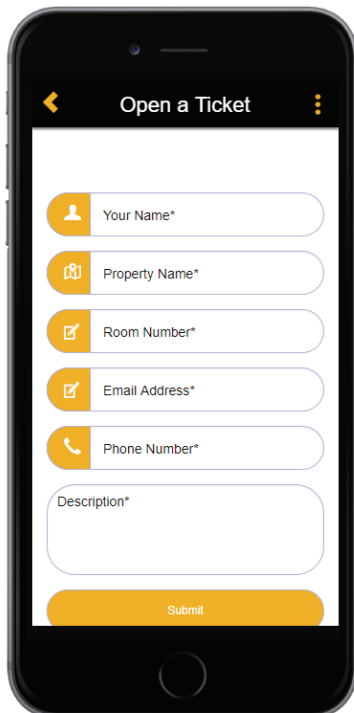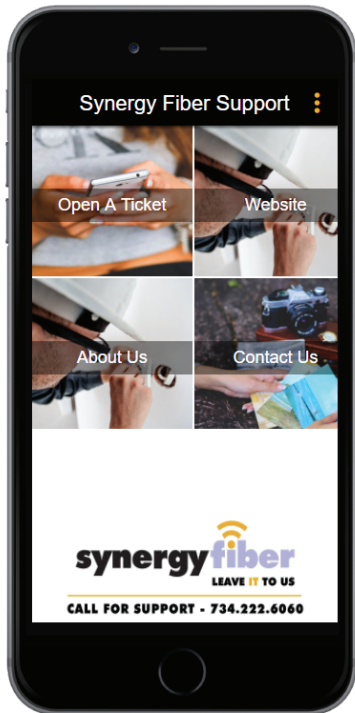**You can reach Synergy Support by any of the following methods:**

Call: 203-280-2029

Text: 734-249-6005

Email: support@synergyfiber.com

Online: http://synergyfiber.com/supportform.html

Download the Synergy Support App:

Google Playstore

Apple Store

Internet

Acceptable Use Policy

You are subject to the terms, conditions and provisions of the applicable Service Level Agreement between Synergy Broadband and your apartment complex. Synergy Broadband may cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrongdoing by you in connection with the Services. Synergy Broadband reserves the right to suspend or terminate an account for any actual or threatened violation of this AUP, the Terms and Conditions,and/or the Service Level Agreement, or take other action as deemed appropriate by Synergy Broadband in its sole discretion. Synergy Broadband assumes and expects you to have a basic knowledge of how the Internet functions, the types of uses that are generally acceptable, and the types of uses that must be avoided.

The following constitute violations of this AUP:

Illegal Use
Using the Services to transmit any material by any manner that violates any applicable law, or any rules or regulations promulgated thereunder, or any treaty or tariff (including transmitting obscene materials, intentionally spreading computer viruses, gaining unauthorized access to private networks, engaging in the transmission of pirated software, conducting or participating in illegal gambling, and soliciting for illegal pyramid schemes through email or USENET postings.

Tortious Conduct
Using the Services: (a) to violate rules, regulations and policies applicable to any networks, server, computer database, website or ISP to which you gain access through the Services; (b) in any manner that is defamatory, fraudulent, indecent, offensive or deceptive; (c) to damage the name or reputation of Synergy Broadband, its affiliates or its subsidiaries; or (d) to create or attempt to utilize a domain name that is defamatory, fraudulent, indecent, offensive, deceptive, threatening, abusive, harassing, or which damages the name or reputation of Synergy Broadband, its affiliates or its subsidiaries.

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Acceptable Use Policy

Unauthorized Access

Using the Services to access, or to attempt to access, the accounts of others, or to penetrate, or attempt to penetrate, security measures of Synergy Broadband or another entity computer software or hardware, electronic communications system, or telecommunications system, whether or not the intrusion results in the corruption or loss of data.

Intellectual Property Right Infringement

Using the Services to transmit, publish, submit, copy, reproduce, steal, infringe on or distribute any information, software or other material (by email, uploading, posting, or otherwise) that is protected by copyright, trademark, patent, trade secret, or other proprietary or intellectual property rights of any third party, including, but not limited to, the unauthorized copying of copyrighted material, the digitization and distribution of photographs from magazines, books, or other copyrighted sources, and the unauthorized transmittal of copyrighted software, unless you own or control the rights thereto or have received all necessary consents to do the same.

Collection of Personal Data

Using the Services to collect, or attempt to collect, personal information about third parties without their knowledge or consent.

Reselling Services

Reselling the Services without Synergy Broadband written authorization.

Export Control

Using the Services to export encryption software over the Internet or otherwise to points outside the United States.

Synergy Broadband reserves the right to revise, amend, or modify this AUP at any time.

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Acceptable Use Policy

Facilitating Violation
Advertising, transmitting, or otherwise making available any software, program, product or service that is designed to violate or facilitate a violation of this AUP, the Service Level Agreement, the Wireless Internet Policy or the Terms and Conditions (including spamming, initiation of pinging, flooding, mail bombing, denial of service attacks and piracy of software).

Email Attachments
Using the Services to send unreasonably large email attachments.

Harm to Minors
Using the Services to harm, or attempt to harm, minors in any way.

Threats
Using the Services to transmit any material by any manner that threatens or encourages bodily harm or destruction of property.

Harassment
Using the Services to transmit any material (by email, uploading, posting, or otherwise) that harasses another.

Forgery or Impersonation
Adding, removing or modifying identifying network header information in an effort to deceive or mislead is prohibited. Attempting to impersonate any person by using forged headers or other identifying information is prohibited. The use of anonymous emailers or nicknames does not constitute impersonation.