

## Instructions to connect your router to Synergy's Network

### STEP #1 (If you have ethernet enabled devices)

Connect an ethernet capable device directly to the ethernet port on the wall. If your device connects and you can use the internet on your ethernet enabled laptop, desktop, Xbox, etc. Synergy's services are working properly. If not, please contact Synergy's support team to troubleshoot the issue. If your issue is only your router does not work, please contact the router's manufacturer.

### STEP #2 Connecting Your Router

1. Plug ethernet cable from the wall into the WAN port of your router
2. The WAN port is typically identified by a different color from the rest.
3. Plug your router into power. Wait 2-3 minutes for the status lights on your router to turn solid, and for the Wi-Fi to show up.
4. When router status lights are solid, connect your devices to the router via ethernet or Wi-Fi
5. [New Routers] If you have just recently purchased the router, please refer to the manufactures instructions for setting up your Wi-Fi name and password.
6. Once you have completed the setup process from a connected device, you should be online

### Frequent Issues:

- A. If you are bringing in a previously used router and are having issues with it, perform a reset of the device by holding the reset button with a paper clip until the lights go off / change / are solid. This will clear any previous settings that may have issues with Synergy's network
- B. You do not need a cable modem. If the router you have purchased is a combination of both a Cable Modem and a Router it will not work. Please purchase a normal router without the modem functionality.



### Contact Support

Contact our support desk at 203 280 2029

- Email us at [support@synergyfiber.com](mailto:support@synergyfiber.com)
- Text us at 734.249.6005
- Chat Support at [synergyfiber.com](https://www.synergyfiber.com)