

INTERNET GUIDE

TABLE OF CONTENTS

Introduction	1
Suite Setup	1
Overview	1
Router Location	1
Router Cable Connections	1
Configuration Requirements	2
Wireless	2
Choosing a Wireless Router	2
Suggested Wireless Routers (2019)	2
Installing a New Wireless Router	2
Troubleshooting	2
Building Internet Status	2
Restart your router	3
Factory reset your router	3
Basic Router Setup	3
3rd Party Support	3

INTRODUCTION

To make the most of the building provided internet you need to make sure your router meets some requirements and you have the device wired correctly.

Each suite is provided with 100mbit internet (100mbit down / 100mbit up), if a resident would like faster, please register at w32.ca and upgrade your suite to 1000mbit.

Note: There are no download or upload limits.

SUITE SETUP

OVERVIEW

This D-Link router setup is sufficient for the internet connection if you don't want wireless internet.

However, if you want wireless internet you have two options:

- Replace the D-Link with a new wireless router (see "Suggested Wireless Routers" for possible options)
- Attach a wireless router to the one of the suite ports, or the patch panel, or the back of the D-Link and ensure you configure this wireless router to be in "Bridged Mode" (Please see Advanced Router Setup for details).

ROUTER LOCATION

Your router must be located in the wiring closet (most likely in one of the bedroom closets).

To access the equipment, slide the large metal panel covering the closet upward and pull away from the wall. This will expose the equipment.

The top part of the closet will have the patch panel for your suite with phone sockets on the left and network sockets on the right (fig.1). The numbered ports and cables connect to wall plates around the apartment.



Fig. 1

Below the patch panel there should be a router, the original router is a D-Link (fig.2). Please refer to the router upgrade guide for wireless router options and upgrade steps.



Fig. 2

ROUTER CABLE CONNECTIONS

The cable attached to the first port of the patch panel (port labeled "IN") should be connected to one of the numbered LAN ports at the back of the router (fig.3). This is the cable that links the internet from the router to the apartment ports or patch panel uplink cable.

There will be one **grey** network cable (white cables are for phones not internet) in the closet with a white

INTERNET GUIDE

reading “FEED” or “ETHERNET IN FLOOR XX” where XX is either your floor, one above or one below. This cable must be attached to the router’s Internet/WAN port (fig.3). This is your actual internet line.



Fig. 3

CONFIGURATION REQUIREMENTS

All suites must meet the following requirements for Internet connectivity to function, security is in place to prevent alternative configurations:

- Internet Line cable (as defined in Router Cable Connection) must be connected to a single router WAN/Internet/External port.
- Routers must be configured to use DHCP/Dynamic IP for the WAN/Internet/External port (this is default on all consumer routers).

WIRELESS

The router originally installed in your suite does not have wireless functionality, to add wireless functionality you must purchase a new wireless router to replace the original router (a Shaw or Telus modem/router will not work).

Do not connect a wireless router to a port in your suite and keep the original router connected.

CHOOSING A WIRELESS ROUTER

When researching wireless routers, ensure you purchase one that is:

- At least Dual-Band
- Has 5Ghz functionality (2.4Ghz suffers considerable interference in apartment buildings)
- Supports 802.11n as a minimum or 802.11ac is preferred (802.11g is too slow to take advantage of the service)

Also, wireless routers with MIMO or MU-MIMO can offer better home network performance and should be considered.

SUGGESTED WIRELESS ROUTERS (2019)

(Available from London Drugs)

- TP-Link Archer C7 - AC1750 (General Spec)
- Asus RT-AC66U - AC1750 (General Spec)
- TP-Link Archer C2300 - AC2300 (High Spec)
- Netgear R700P - AC2300 (High Spec)
- Asus RT-AC1200 - AC1200 (Low Spec)

Note: Avoid D-Link routers, especially cheaper models.

INSTALLING A NEW WIRELESS ROUTER

To install a new wireless router, you **MUST** remove and replace your existing router (see Router Location). You will need to connect the new wireless router power supply to a power socket inside the wall closet and place the wireless router inside the closet as well.

Connect the Internet line (see Router Cable Connections for description of which cable is the “Internet Line”) to the WAN / Internet / External port of your new router. This port is usually a labeled with a different colour or is physically separated from the other ports.

Connect the patch panel uplink cable (see Router Cable Connections for description of which cable is the patch panel uplink cable) to one of the available LAN/Ethernet ports on the new wireless router, this is usually a group of 3-8 ports.

Once the router is connected and powered up, please follow the **Basic Router Setup** to configure your wireless router

TROUBLESHOOTING

BUILDING INTERNET STATUS

Residents can check the status of the building internet by visiting www.w32.ca and reviewing the status on the main page. If the status is normal, the building internet is functioning as intended. In the case of an outage, the page will be update with a notice and the estimated repair times. If this site is unavailable please contact the concierge or property manager for an update.

INTERNET GUIDE

Residents seeking further technical information about their connection can register and log into the diagnostics portal from the www.w32.ca internet site.

RESTART YOUR ROUTER

After you have located your router in the wiring closet, remove the power cable from this device for **5 minuets** and reconnect (this is required to reset your connection with the internet provider equipment, 3-4 min will **NOT** be sufficient to rest the connection).

Please try connecting to the internet after the restart of the router before trying a factory reset as a last resort.

FACTORY RESET YOUR ROUTER

Every router has a reset button somewhere on the device, however reset instructions are different depending on the brand of router. You will need to google for the model number (model information is located on the label under the router) and the words “factory reset” or for the router manual to find the appropriate reset instructions.

For D-Link routers, the default is to insert a paper clip and push the reset button for 10 seconds, then release (whilst holding the reset button, you will see the power and activity lights change after 10 seconds).

Once reset to factory, you will need to log into your routers management website and configure some basic settings.

BASIC ROUTER SETUP

To complete the basic setup, you will need to locate the routers default IP address by googling for the router model and “default IP” or reviewing the router manual. Sometimes the default IP is on the routers label.

For D-Link routers the default IP is usually 192.168.0.1 or 192.168.1.1.

To access the management page, you will need to connect your computer to the router with a network cable, open a browser and type the default IP address in the address bar

You should be able to log into the router with the default username and password, these are sometimes written on the label for the router, otherwise you will need to google for this information or check the routers manual. Once you are logged in to the router, you will need to configure the following:

- Set the routers management password
- If the router is a wireless router you will need to
 - Set the Wireless SSID (wireless name)
 - Set the Wireless security to WPA2 Personal or WPA2
 - Set the wireless key (wireless password)

Once this is all set, you should be able to connect to the internet via your router.

3RD PARTY SUPPORT

The building internet is monitored and supported by a management company who monitor and support the building equipment 24/7, however this support does not extend to support of resident routers or suite internet connectivity.

Residents are reminded that it is their responsibility to connect and configure their router correctly to work on the W32 infrastructure.

If further support is required with suite internet troubleshooting or configuration, the strata suggest that residents contact a local IT support company to come and assist them with their configuration.

There are many companies in Vancouver that offer this service. For your convenience please find a list of possible 3rd party support below:

Nerds on Site
+1 (877) 696-3737
www.nerdsonsite.com

Geek Squad
+1 (800) 433-5778
www.geeksquad.ca

Vancouver Computer Repair
+1 (604) 637-1276
www.vancouver-computer-repair-services.com