

YOUR SUITE. YOUR CONNECTION.

# Internet, made simpler.

A practical guide to connecting your router, setting up Wi-Fi and getting back online.

## 1 Gbps for every suite

Every suite has a 1 Gbps (1,000 Mbps) internet connection, with no upload or download data limits. Your actual speed depends on your router, device, cables and Wi-Fi signal.

## Start here

| What do you need to do?                     | Go to  |
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## The three things that matter most

- The building’s incoming cable connects to the router’s WAN / Internet port.
- The cable from the patch panel’s IN port connects to a numbered LAN port on your router.
- The router’s internet connection setting must be Dynamic IP / DHCP.

## Wi-Fi comes from your router

The original D-Link router provides wired internet only. To add Wi-Fi, the usual setup is to replace it with your own wireless router. Your home Wi-Fi name and password are set on that router.

[Building internet status and resident portal: w32.ca](#)

01 / FIND & CONNECT

# Know which cable goes where

Your router is usually behind a metal panel in a bedroom closet. Slide the cover upward, then lift it away from the wall. Take a photo of the existing connections before moving any cables.



Fig. 1

Figure 1 • Example network patch panel from the original guide.

### The patch panel

This is the panel of sockets above the router. Its numbered network ports connect to wall sockets around your suite. On the original layout, phone sockets are on the left and network sockets on the right.

Look for the network port marked IN. Its cable must run to a LAN port on the router. The IN label here does not mean the building's incoming internet cable.

| Identify this cable                                                                                          | Plug it into                             |
|--------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Building feed: labelled FEED or ETHERNET IN FLOOR XX. The floor number may be yours, one above or one below. | WAN / Internet / External on your router |

Patch-panel cable: attached to the network panel's port labelled IN.

Any numbered LAN / Ethernet port on your router

The original installation uses a grey feed cable and white phone cables. Read the labels and follow the cable; colours may differ after equipment changes.



Fig. 3

Figure 3 • Original D-Link rear panel: numbered LAN ports on the left; INTERNET port to their right. Your router may look different.

### Follow the connection path

- Building feed → WAN / Internet on your router
- Router LAN → patch-panel IN → wall sockets in your suite

Keep one router connected to the building feed. Do not connect the feed directly to the patch panel or to a computer. Building network security requires the feed to terminate at the router's WAN / Internet port.

# Install your router & Wi-Fi

## 1 Replace the original router



Fig. 2

Unplug the old router's power. Move the building feed to the new router's WAN / Internet port, and the patch-panel cable to a numbered LAN port. Use the new router's own power adapter and the outlet in the wiring closet.

Figure 2 • The original D-Link router has no Wi-Fi. Replace it for the standard wireless setup.

## 2 Open the router's setup screen

Follow the manufacturer's app or setup guide. For browser setup, connect a computer to a LAN port using an Ethernet cable. Type the router's setup address into the browser's address bar; find it on the router label or in its manual.

Older D-Link models commonly use 192.168.0.1 or 192.168.1.1. Use the address and login details for your exact model.

## 3 Set these options

| Setting                        | Choose / enter                                                                                                       |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------|
| Operating mode                 | Router mode for the router connected to the building feed.                                                           |
| Internet / WAN connection type | Dynamic IP or DHCP (obtain an address automatically).                                                                |
| Router administrator password  | A strong password for managing the router.                                                                           |
| Wi-Fi name (SSID)              | A name you will recognise in your device's Wi-Fi list.                                                               |
| Wi-Fi security                 | WPA3-Personal where supported, or WPA2/WPA3-Personal compatibility mode. For older devices, use WPA2-Personal (AES). |
| Wi-Fi password                 | A strong password to share with the people using your home Wi-Fi.                                                    |

## 4 Save, connect and check

Save your settings and let the router finish restarting. Connect your phone or computer to your new Wi-Fi name and open a website. Test a wired wall socket too if you use one.

Your router administrator password, home Wi-Fi password and w32.ca account password serve different purposes. Keep a record of which is which.

# Not connected? Start here.

Work through these checks in order. Test the connection after each step.

## 1 Check for a building outage

Open w32.ca using mobile data if your home internet is down. Check the building status and any outage notice. If the site is unavailable, ask the caretaker, front desk or property manager for an update. A normal building status does not rule out a problem in your suite.

## 2 Check the power and two cables

Make sure the router is powered on. Check that the building feed is firmly seated in WAN / Internet and the patch-panel IN cable is connected to LAN. See page 2. Confirm that your device is using your own Wi-Fi network.

## 3 Restart the router — wait a full 5 minutes

Unplug the router's power cable. Leave it unplugged for a full five minutes, then reconnect it and allow it to start up. Follow this full waiting period when troubleshooting the building connection.

### Restart and reset are different

A restart means unplugging and reconnecting the power. A factory reset erases your router settings. Do not press the reset button for a normal restart.

## 4 Find out whether the problem is Wi-Fi

Try a second device. If possible, connect a computer by Ethernet to a LAN port on the router. If wired internet works but Wi-Fi does not, check your Wi-Fi settings and coverage. If only one device has trouble, check that device first.

## 5 Check your suite connection

Sign in at w32.ca and open Overview to check the connection information available for your suite. Under "Having trouble connecting?", the portal may offer "Restart your suite connection". This briefly interrupts internet for everyone in the suite.

## 6 Factory reset only as a last resort

Before resetting, make sure you have the router's setup instructions and can configure it again. Follow the manufacturer's reset procedure for your exact model; button timing varies. After a factory reset, repeat the setup on page 3, including the Wi-Fi name and password.

Still offline? See the help options on page 5. Write down which checks you tried and whether wired internet works.

## Choose the right equipment

These three options replace the original router. Each supports Wi-Fi 6 and gigabit Ethernet. Choose based on your budget and the coverage you need.

| Choose                      | Model                     | Best fit                                                       |
|-----------------------------|---------------------------|----------------------------------------------------------------|
| Budget                      | TP-Link Archer AX23       | A straightforward, lower-cost router for everyday use.         |
| Recommended for most suites | TP-Link Archer AX55       | More wireless capacity than the AX23; a good all-round choice. |
| For better coverage         | TP-Link Deco X50 Two-pack | A mesh system for suites with weak coverage in distant rooms.  |

Prices and availability change. Check the exact model and pack size before buying. Wi-Fi speed ratings are not a guarantee of your internet speed.

[Archer AX23 • Product details](#)

[Archer AX55 • Product details](#)

[Deco X50 • Product details — choose the two-pack](#)

Buying a different model? Choose a standalone router with gigabit WAN and LAN ports, dual-band Wi-Fi, Dynamic IP / DHCP and current security updates. A Shaw / Rogers or Telus modem-router is not a drop-in replacement for this setup.

### Need better Wi-Fi coverage?

Replace the original router with a new wireless router or mesh system. With mesh, the main unit replaces the original router in the wiring closet; the other units extend Wi-Fi coverage around your suite. Where possible, connect the second unit through your suite's Ethernet wall socket back to the main unit's LAN network. Follow the manufacturer's setup instructions.

### Who can help?

Building support monitors and maintains the shared internet equipment. Residents are responsible for their own router, Wi-Fi settings and in-suite setup. For building outage information, contact the caretaker, front desk or property manager. For hands-on router setup, contact the manufacturer or a local IT technician.

Independent support options are listed below. Contact the provider directly to confirm services and fees.

[Nerds On Site • 1-877-696-3737 • nerdsonsite.com](#)

[Geek Squad • Best Buy Canada service options](#)

[Vancouver Computer Repair • 236-900-2058](#)

Have your router make/model, the affected devices and the results of the checks on page 4 ready when you ask for help.