



Easy Install. Reliable Connection.

WiFi Gateway Installation Guide

Thank you for choosing Breezeline!

We're excited to deliver our unlimited high-speed Internet and WiFi services directly to you. This guide will provide you with instructions regarding how to install the WiFi Gateway you've recently received. Note: A WiFi gateway has the function of a "modem" and "WiFi router" in one device!

Do you prefer online instructions and resources?

If you have a good cellular connection, you can alternatively scan this QR code with your smartphone or WiFi enabled tablet. Click "**WiFi & Internet**". Scroll down and select the model of your **WiFi gateway** and follow the instructions (either Installation Tutorial or PDF Guide).



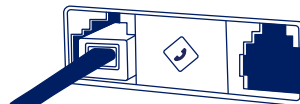
Breezeline Voice customers



IMPORTANT

If you have subscribed to Breezeline Voice (landline telephone service), please note the following:

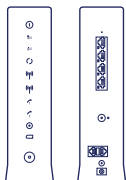
- Make sure that the WiFi gateway you received has one or two  phone cord ports. If it does not, please contact Customer Service before proceeding.
- If you currently have a standard Internet modem with a “phone modem” plugged into it (with one or more phone line cords plugged into the phone modem) you will need to disconnect the phone line cords from the back of the phone modem in Step 2.
- If you have only one landline telephone number, make sure that you plug the phone line back into the phone port # 1 in Step 4.
- In your self installation kit, you should have received a number of E911 stickers. Please follow the instructions printed on the sticker page. It is recommended that this sticker be affixed to all landline phones in your home.
- If you currently have a **residential alarm service** that is connected to an existing landline telephone service in your home, please note that the Breezeline Voice service **DOES NOT SUPPORT PULSE DIALING OR ALARM LINE CUT FEATURES**. It does however support Dual Tone Multi-Frequency (DTMF) tone dialing. Please contact your alarm service provider to determine if your current alarm system will function under these conditions.
- If you have any issues or questions, please contact us at 888.674.4738 before proceeding with the set up of your Internet service.



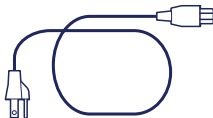
E911 NOTICE FOR BREEZELINE VOICE SERVICE

FCC rules require that IP-based phone providers remind you about these important 911 facts: Breezeline Voice Service needs a correct service address for Enhanced 911 to work properly. Do not remove equipment from the original address of installation. Breezeline Voice uses the electrical power and may not function if there is a power outage or if there is a network or other technical problem. If you relocate or have questions, dial 611 to speak to a Breezeline representative. **911Eng0122**

BEFORE YOU START: Check the contents of your self installation kit



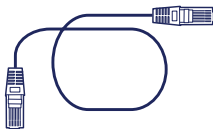
Gateway



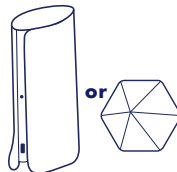
Power Cord



Coaxial Cable



Ethernet Cord



Optional Extender

Contact Breezeline Customer Support at 888.536.9600 if you are missing any items.

Note:

If you feel that the length of coaxial cable provided in the kit is not enough to span the distance between the incoming Breezeline coaxial cable (or coaxial wall outlet) to where you want to place your new WiFi gateway, please visit your nearest electronics store to purchase a longer cable **before starting this installation.**

STEP 1: Remove any existing equipment

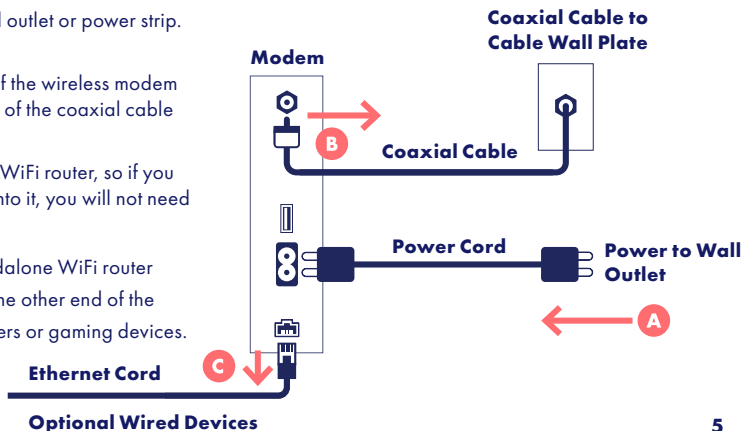
What existing Internet equipment is currently connected in your home	What you should do
I have no existing Internet equipment	Proceed to Step 2 (pg. 6)
I have been using equipment from Breezeline	Follow the steps below for removal and disposition of Breezeline equipment (described below), then proceed to Step 2 (pg. 6)
I have been using equipment from another Internet provider	Follow the steps below for removal, then proceed to Step 2 (pg. 6) Contact your prior provider for return instructions
I have been using my own equipment	Follow the steps below for removal (disposition of the equipment is up to you). Then proceed to Step 2 (pg. 6)

1. Unplug your current modem or gateway from the wall outlet or power strip. See diagram **A**.

2. Disconnect the coaxial cable line **B** from the back of the wireless modem (or gateway). NOTE: Do not disconnect the other end of the coaxial cable line from the wall or coaxial splitters.

Please Note: Your new WiFi gateway has a built-in WiFi router, so if you currently have a modem with a WiFi router plugged into it, you will not need to re-connect the standalone WiFi router.

3. Disconnect any Ethernet cord(s) from the current standalone WiFi router or gateway. **NOTE:** You do not need to disconnect the other end of the Ethernet cord(s) from any connected computers, printers or gaming devices.



Disposition of Breezeline equipment

NOT ALL BREEZELINE EQUIPMENT NEEDS TO BE RETURNED!

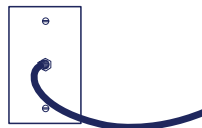
Depending on the make/model of the equipment, it may not need to be shipped back to Breezeline. Visit **breezeline.com/returns** or scan this QR code with your smartphone. Then, follow the instructions to see if it is necessary to return the equipment to avoid additional fees.



STEP 2: Install the new WiFi gateway

Note: A WiFi gateway has the function of a “modem” and “WiFi router” in one device!

1. Locate a coaxial wall outlet. Note that in some cases the coaxial cable coming into your home may be as a coaxial cable running along the baseboard, or could be a wall outlet as pictured here:



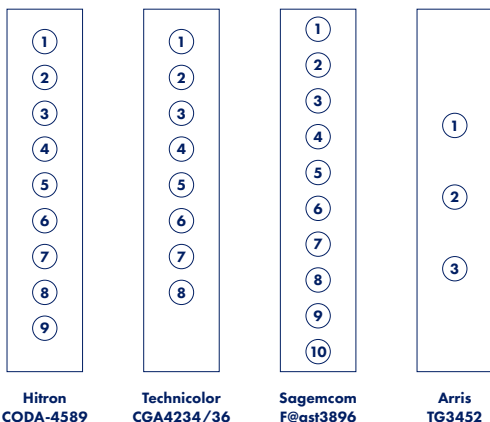
Where should you place your new gateway?

- Central to the areas where you use the Internet most often.
 - Close to devices you need to connect by Ethernet or phone cables, such as a landline phone, desktop computer, printer, gaming system, etc.
 - Preferably 3 feet from the ground.
 - In an open space, away from any obstacle that may block the WiFi signal, such as wireless electronics, or materials such as metal, concrete or mirrored surfaces.
2. Connect one end of the (provided) coaxial cable to the wall outlet, and the other end to the round connector on the rear of the gateway. Hand-tighten the cable by turning the barrel clockwise.
 3. Plug one end of the (provided) power cord into the back of the WiFi gateway, and the other end into an electrical (120V) wall outlet.

Note: Gateway synchronization will now begin and the lights on the gateway will flash while this is happening. Please note that it may “shut off” and restart a number of times during this process.

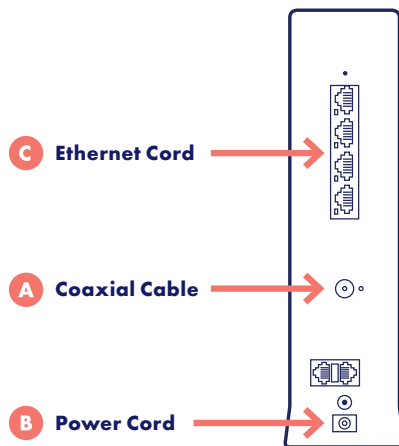
The table below indicates which lights become solid (not flashing) when the process is complete for your gateway model, signaling that it is ready for use. **If more than 20 minutes have passed and the lights are not yet solid, refer to the Troubleshooting section on Page 15. If this does not resolve the issue please contact us at 888.536.9600 for assistance.**

Breezeline Gateway models



	Hitron CODA-4589	Technicolor CGA4234/36	Sagemcom F@ast3896	Arris TG3452
Internet	1, 2, 3, and 4	1, 2, 3, and 4	1, 2, 3, and 4	1
WiFi	5 and 6	5 and 6	5 and 6	2
Voice	7 and 8	7 and 8	7 and 8	3

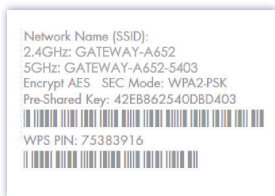
Finally, if you previously removed any Ethernet cables connected to your personal wired devices (computer, gaming system, etc) you may now plug them back into **C** any of the available Ethernet ports on the back of your WiFi gateway.



STEP 3: Connect to your WiFi gateway

You will need to know the WiFi network name and password to reconnect various devices you use in your home (ex. Smartphone, wireless printer, etc.) You can use the credentials that have come with your new WiFi gateway, and later change them if you prefer.

The wireless network name (SSID) and password for your new router or gateway can be found on a sticker located on the back or bottom of the device.



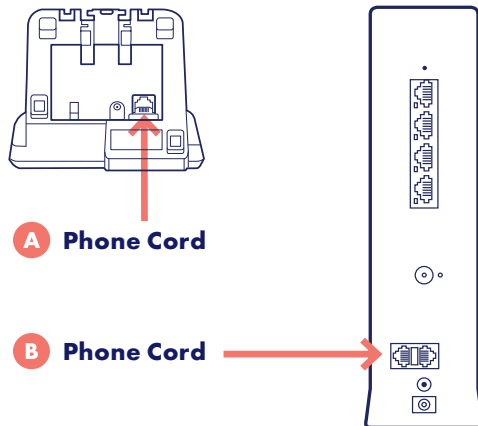
Depending on the model, the SSID might be called "Default WiFi Network". There may also be two unique SSIDs, one for each band frequency (2.4GHz and 5GHz). The password (applicable to either frequency) could also be called the "Pre-Shared Key" or "Default Key".

STEP 4: Activate Breezeline Voice service (If applicable)

Connect your landline phone cords

If you have subscribed to Breezeline Voice service, follow these steps to connect your phone lines.

1. Verify that your gateway is connected to the Breezeline Voice service by observing the lights on the front (see page 7). If the lights that indicate Voice service is enabled are not lit (solid), contact us at 888.536.9600 before proceeding.
2. If applicable, connect the power cord from your phone to an electrical (120V) wall outlet.
3. Connect a phone cord (not provided) from **A** your phone to **B** phone port # 1 on the back of the WiFi gateway. **If you have only one telephone line, plug it into port # 1.**
4. From your smartphone phone, **dial the Breezeline phone activation line at 888.674.4738 to complete the set up of your phone line and features.** The Breezeline phone activation team will assist you with connecting any additional phone lines.



STEP 5: Register your WiFi Your Way™ service

WiFi Your Way is a managed WiFi service developed by Plume that's exclusively **FREE** to Breezeline Internet customers who lease a WiFi modem or gateway from Breezeline.

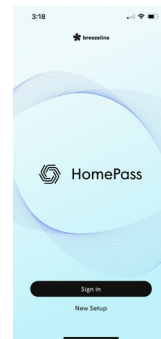
Key features include:

- Automatically optimizes in-home WiFi network to provide the strongest possible WiFi signal wherever and whenever you need it.
- Embedded security features protect your equipment, wireless devices and data from malicious attacks.
- Access control allows you to create rules for specific devices, set parental controls, and much more!

Important: WiFi Your Way service must be enabled on your account in order to use Breezeline WiFi extenders to improve your WiFi connectivity within your home.

VERIFY THAT WIFI YOUR WAY SERVICE IS ACTIVE ON YOUR ACCOUNT

1. Scan QR code to install WiFi Your Way Home app to your smartphone or tablet.
2. Launch the WiFi Your Way Home™ (HomePass) app and click Sign In.
3. Enter the email address associated with your Breezeline account, then click Done.
4. Follow onscreen instructions to sign into your account.



If the screen says the email is invalid, carefully repeat the previous step. If the screen again indicates that your email address is invalid, contact Breezeline support at 888.536.9600.

Note: The agent will tell you if you have a WiFi Your Way account, as well as the correct email address to use.

- If WiFi Your Way is already registered for your account, repeat the sign in process above with the correct email address user name, then move to Step 5.
 - If you do NOT have a WiFi Your Way account you have two options:
 - a. You can ask the agent to enable WiFi Your Way on your Breezeline account.
 - Once this is done, look for an email from “Plume Support” to verify your email, re-launch the WiFi Your Way Home app, click on the link in the email and follow on screen instructions to sign into your account. Then go to Step 5.
 - b. You can opt not to have WiFi Your Way enabled on your account.
 - Please note: If you take this option the installation of your Gateway is now complete. However, you will not be able to add WiFi extenders to your network.
5. Close and relaunch the WiFi Your Way Home app. Then navigate to ADAPT and verify that there is a device displayed in the “Gateway” section of your network view.

If a device is displayed in the “Gateway” section you have successfully set up your WiFi Your Way network.

If there is no device in the “Gateway” section, contact Breezeline support at 888.536.9600. Tell the agent that you can sign in, but there is no gateway displayed.

INSTALL A WIFI EXTENDER (IF APPLICABLE)

If a new Adtran 841 (tabletop), or AC3000 SuperPod (wall outlet) WiFi extender was included in your self installation kit, now is the time to add it.

1. Identify an optimal location for your WiFi extender to maximize coverage.
 - Select a location in a different room, away from your gateway and not too close to large furniture, mirrors, glass, or metal. Extenders should not be located behind furniture (which can block the antenna) and table top extenders should not be placed on the floor.
2. Connect it to a (120V) electrical wall outlet.
 - If using an AC3000 (SuperPod) extender, plug it directly into a 120V electrical wall outlet. If using an Adtran 841 extender, plug its power cord into a 120V electrical wall outlet. Do not place the Adtran 841 extender on the floor, or plug the AC3000 (Superpod) into a power strip located on the floor.
3. Repeat the above process for additional WiFi extenders.
4. Sign into the WiFi Your Way Home app, navigate to ADAPT, and verify that your new extender(s) is now displayed in the "Others" section.

Pro Tip: Now is a good time to familiarize yourself with the WiFi Your Way app. Make sure to set up unique network profiles for all family members so you can manage WiFi access, set up parental controls and other great features!

HOW TO CHANGE YOUR NETWORK NAME AND WIFI PASSWORD

If you have WiFi Your Way service enabled

Changing your Network name

1. Open the WiFi Your Way Home Application.
2. From the home screen, scroll to the **Adapt** section.
3. Click the “gear” icon to the right of “Adapt”.
4. Click the pencil icon next to your network name.
5. Type in a new **network name** below where it says “WiFi Name”
6. Click **Done**

Changing your WiFi password

1. Open the WiFi Your Way Home Application.
2. From the home screen, scroll to the **Adapt** section.
3. Click the “gear” icon to the right of “Adapt”.
4. Click the three vertical dots to the right of the current password
5. Click “Edit”, then type in a new WiFi password
6. Click **Done** and then **Update** in the upper right corner.

If you DO NOT have WiFi Your Way service enabled

You can change the default network name and password by typing <https://192.168.0.1> into an internet browser connected to your network and following the on-screen instructions. Please note that doing this is not recommended.

HOW TO CONNECT YOUR WIFI DEVICES

To connect your devices (ex. smartphones, printers, etc) to your home network, open WiFi settings on each device, select Network name (making sure that it's yours), and enter the WiFi password.

Frequently Asked Questions:

What is the difference between 2.4Ghz and 5.0Ghz WiFi?

2.4GHz and 5.0GHz bands have different pros and cons related to speed, ability to handle interference, and range. Many devices automatically connect to the most suitable band. However, for manual selection a general rule of thumb is to use 2.4GHz for coverage across long distances or multiple rooms, and 5.0GHz for speed-intensive tasks and devices within the same room or in close proximity to your gateway.

How can I test the speed of my current home Internet service?

From a computer or laptop hardwired with an Ethernet cable, you can test your current home Internet speed using our speed test at breezeline.com/Internet/test-your-speed. Please be aware that running this test while on WiFi may not display accurate results as WiFi is subject to radio interference..

Why can't I connect some of my wireless devices?

A wireless signal is limited by radio obstructions such as walls and floors, as well as distance. You may need to move closer to your gateway. If this is only happening on one device, this could also indicate a problem with the device trying to connect. Turning the WiFi off and on again or restarting that device may help.

How many extenders do I need?

Please note that (on average) a single extender typically provides suitable WiFi coverage across the space of 2 to 4 rooms.

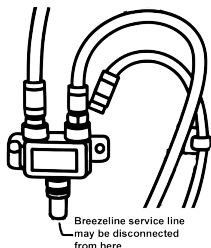
Troubleshooting:

You connected your WiFi gateway in STEP 2, but are not seeing the “Internet” indicator lights come on.

If you previously had Internet service from another provider and there now is more than one Internet service line coming into your home, the previous provider’s service line may still be connected to the coax wiring within your home.

What you should do:

First, try plugging your gateway into a different coaxial outlet in your home. If this does not resolve the issue, locate where the Internet service lines enter your home. Oftentimes this will be in a basement or utility closet.



Check to see if you have one service line that is not connected to anything (ex to a barrel connector or splitter). This may be your Breezeline service line! If this is the case, disconnect the current service line from the barrel connector or splitter, and re-connect the unconnected one (which might be your Breezeline service line!). Then, reboot your WiFi gateway to see if this resolves the problem.

If this does not resolve the issue please contact us at 888.536.9600 for assistance.

Additional information & resources

Customer Service: **888.536.9600**

Visit My Services to learn more about:

Installation & FAQ support
support.breezeline.com



Paying your bill Online
Troubleshooting your network
View your channel lineup
Managing your account through the “My Account” portal
And much more!



WiFi Your Way

