

Connectivity U

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TECH SUPPORT

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Website: www.connectivityu.com

Phone Support Hours: (309) 451-4200

Monday - Friday: 9:00am - 8:00pm

Saturday & Sunday: 12:00pm - 5:00pm

SAMI WIFI and Wired internet

Your new unit offers an “already on” Internet solution provided by the property. This includes both a wireless and wired connection. The Internet will be active and ready to use after signing up for the service with the property management office.

Wireless connectivity

The WiFi is active and ready to use. Scanning the QR code on the unit router or the Internet instructions refrigerator magnet will provide a network name as well as a secured password for WiFi login.

Wired connectivity

All units have an Ethernet jack located in each bedroom or under the unit wireless router usually in the living room and can be accessed using a CAT5 or CAT6 Ethernet cable.

If you choose to use your own personal wireless router make sure it is not a modem/router combo device. Modems are not compatible with the unit provided Internet. If it is a new router you will need to run the manufacturer's setup procedure before you will be able to get out to the Internet. Plug the Ethernet cord from the Ethernet jack on the wall into the port on your router labeled Internet or WAN. NOT the ones labeled LAN!

Personal Wireless router tips

1. Make sure to use the 5GHz band on your router. The default frequency is 2.4GHz and is not high performance.
- 2 Make sure your router is new or only a few years old. Older routers will not give you high performance.
3. A wired connection is always the most stable high performing way to connect to the Internet. The Ethernet wall jacks in your unit give you the option of using a wired connection if you choose. If your device does not have an Ethernet port consider getting an Ethernet adapter so that you can bypass the router if the router is having issues.