

Broadband User Manual

Congratulations! You've got your Wi-Fi installed.
Welcome to the world of fiber broadband.



Welcome to Pea River Broadband



Here is your network login information. Please store this in a safe location.

Network Name (SSID): _____

Password: _____

Billing Account Number: _____

Make the most of your new connection.

Thank you for choosing Pea River Broadband!

You're getting the best Internet and Wi-Fi experience possible. Now that your professional installation and whole-home Wi-Fi optimization is complete, you're ready to start tailoring your Wi-Fi. You set the rules. We'll enforce them.

Download the FREE! Pea River Connect App on your mobile device to get the most from your Pea River Broadband service plan.

STEP 1 Visit the app store.



STEP 2

Search for
Pea River
Connect

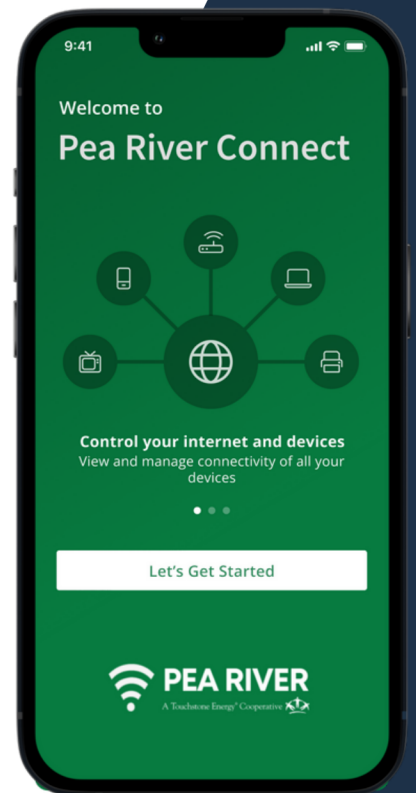


STEP 3

Download the app!

For detailed app setup instructions, review the **Quick Start Guide**.

If you need assistance with the free app, please visit us online at peariver.com/tutorials or call (800) 264-7732.



App Quick Start Guide

Set up your Wi-Fi and Pea River Connect App

1 Download the app. Search the App Store or Google Play Store for **Pea River Connect**, then install it on your mobile device

2 Select **SIGN UP** toward the bottom of the screen underneath **Forgot Password**,

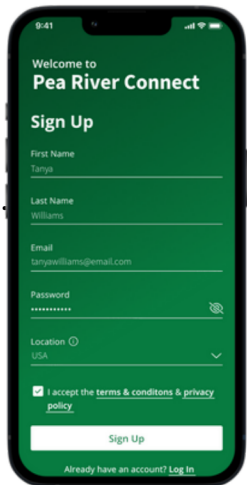
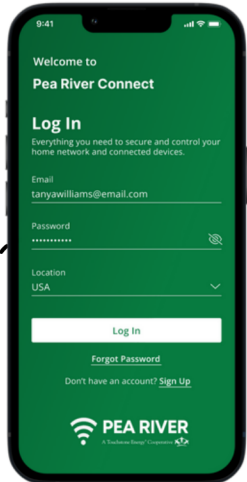
3 Enter your personal information. The password you enter here will be used to access the app.

Note:

Please wait at least 10 minutes after your GigaSpire BLAST System has been 'turned up' before moving on to step 4.

4 If your system is plugged in and connected select **YES** to continue.

5 Tap the QR code that appears within the app. Allow the app to access your camera, then point your camera at the QR code found on the bottom of your GigaSpire BLAST or on the sticker that came inside your box. Select **OK**. After you select **SUBMIT**, you will be asked to enter your account number.



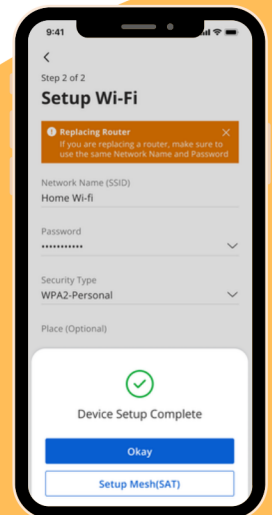
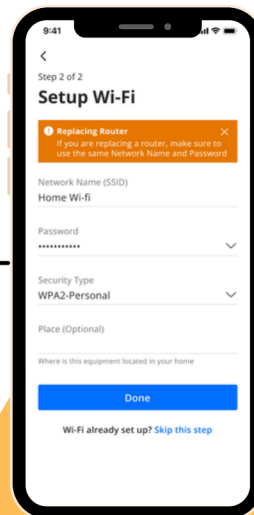
6 **Note:**

If your system is already operating with Wi-Fi, tap **CLICK HERE TO SKIP**,

Otherwise, complete these steps to set up your Wi-Fi:

Name your network and create a password:

- The Router Name will be used throughout the app.
- The Network Name (SSID) is what you will use as your wireless connection name.
- Select a password for your wireless network, if you do not want to change it on all devices in your home, use your existing wireless SSID and Password from your current router.



Tap SUBMIT and you're done!

Six tips for maximizing home Wi-Fi reach, speed, and reliability

From using your GigaSpire BLAST to adding a Wi-Fi Extender, we've got you covered. Here's how to improve the speed and coverage of your Wi-Fi network.



1 Install your new GigaSpire BLAST:

The GigaSpire Blast was the first to employ Wi-Fi6 technology. Our next-generation system uses the latest Wi-Fi standard to provide faster speeds, better coverage, and improved reliability compared to older Wi-Fi standards. You'll enjoy better Wi-Fi performance and support for more devices by using the GigaSpire BLAST with Wi-Fi 6 included in your Internet service plan for \$0/month.

2 Position your gateway in a central location:

To ensure optimal Wi-Fi coverage throughout your home, it's best to position your gateway in a central location, away from walls and other obstructions. This will help minimize signal interference and ensure your devices can easily connect to the Wi-Fi network. But don't worry! Our ultimate Wi-Fi service includes whole-home optimization and installation. Our expert Wi-Fi technicians will ensure your system is set up to deliver the best experience so you don't have to.

3 Use wired connections for devices that require a stable connection:

This one may seem counterintuitive, but if you have devices that require a stable and consistent internet connection, such as gaming consoles or desktop computers, it's best to use a wired connection instead of Wi-Fi. This will help minimize lag and load times while ensuring a stable connection.



PRO TIP: Your Wi-Fi-enabled devices may have varied speed capabilities, which affect the peak speed you can experience on each device.

4 Remove old devices from your network:

Older devices that are no longer in use or are rarely used can slow down your Wi-Fi network. You can remove these devices from your network using the Pea River Connect App to free up bandwidth and improve Wi-Fi performance for the devices you need.

5 Enable MyPriorities in the Pea River Connect App:

MyPriorities is an exclusive feature of ExperienceIQ in your app; with it enabled, you can prioritize certain types of Internet traffic like streaming video, online gaming, or work apps to ensure they receive sufficient bandwidth and avoid dreaded lag or buffering. Enabling MyPriorities on your router can help to improve Wi-Fi performance for specific devices or applications.

6 Use a GigaSpire Mesh Wi-Fi Extender:

If you have a large home or areas with spotty Wi-Fi coverage, consider using a GigaSpire u4m Wi-Fi Extender. A Wi-Fi Extender can boost the signal of your existing router and provide seamless Wi-Fi coverage throughout your home by using multiple access points.

This may sound like a more complex solution, but we assure you, it's not. As part of the Pea River Broadband Ultimate Wi-Fi service, our technicians will assess where you need extended Wi-Fi coverage and install a Wi-Fi extender on the spot. That's why we call it the Ultimate Wi-Fi experience – because you don't have to worry about the details.

We've got you.



PRO TIP:

Feel free to call us if you need an extender after your Wi-Fi technician leaves. We'll make it happen.

Quick Help Links

Need help? No worries!
Use the camera on your device to scan the QR code.



2-Minute Video Tutorials



Setting Up the Pea River Connect App



Intro to the Connect App Dashboard



Setting Basic Parental Controls



Intro to Connect App Settings



Setting Up a Guest Network



Sharing a Guest Network

Account Services

OFFICE HOURS: 7:00 AM - 5:00 PM, MONDAY - FRIDAY

Visit:

1311 W. Roy Parker Road
Ozark, AL 36360

Call:

(334) 774-2545

Join the Pea River Broadband Community on Facebook:

Tutorials:

peariver.com/tutorials

24/7 Tech Support:

(334) 774-2545

Email:

contactus@peariverbroadband.com



That's all for now.

You're all set to get the most from your Pea River
Wi-Fi system. You made a great decision!

