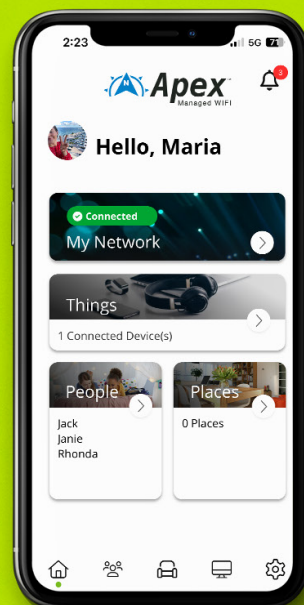# Apex WIFI

User Guide & FAQs

Start discovering what's possible with the ultimate WIFI experience - Apex WIFI from Norvado.

Apex WIFI from Norvado features a powerful and dynamic, WIFI-6 router that supports a WIFI network that is strong and secure enough to allow everyone in your home to discover what's possible. From educational exploration, to reaching the apex of online gaming, to discovering your next family adventure, *access possible* with Apex WIFI.

WHAT'S INCLUDED?

- **A fully managed, WIFI 6 router.** The latest and greatest technology without the sticker shock. Plus, it is fully managed - meaning firmware upgrades are automatically taken care of and when it's time for a hardware upgrade, we'll take care of that too.

- **An award-winning network firewall.** Apex WIFI routers feature an impressive router-level firewall that protects all connected devices on your network from malware and viruses.

- **The Apex WIFI mobile app.** Download the Apex WIFI app to your mobile device and manage your network from the palm of your hand.

- **Enhanced parental controls.** Ensure your kids are staying safe online with content filtering and safe search features and promote healthy habits by setting internet time limits.

- **24/7 support.** If your network isn't working properly, our support team will troubleshoot remotely and even dispatch a technician to your home if necessary.

Setting Up Your Apex WIFI Router & WIFI Network

1 Connect your new router to a power outlet.

2 Connect one end of the supplied Ethernet cable to one of the LAN ports found on the back of the internet access device (e.g., modem or ONT) and the other end of the cable to the WAN port on the back of the router.
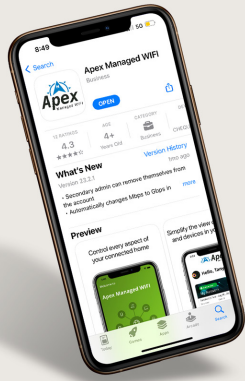
Ethernet

4m Boot-up time is approximately 4 minutes.

3 The solid blue light indicates SUCCESS! You are connected to your Norvado internet.

4 Continue on to finish setting up your network.

Setting Up your WIFI Network & the Apex WIFI App

1. **Download the Apex WIFI App.** To find and download the app, open the Apple App Store or the Google Play Store on your mobile device. Search **Apex Managed WIFI**. Download the correct app.

2. **Once it has downloaded, open the Apex Managed WIFI app.** Click the **Let's Get Started** button. On the next screen, click the **Sign Up** link at the bottom of the screen.

3. **Enter the required information to create your account.** The email and password you enter here will be used to access the Apex Managed WIFI app.

4. **Scan the QR code on your router.** Point the camera on your mobile phone at the QR code found on the bottom of your Apex WIFI router or on the sticker that came in your box (see example shown on the left). The scan may take 15-20 seconds to complete.

    Note: Please wait at least 10 minutes after your router has been plugged into power and connected to the internet source before completing this step.

5. After the scan is complete, you'll be asked if you have an Apex Mesh Extender to connect. If you do have a mesh extender, click **Next** to connect your Mesh Extender. If you do not have an Apex Mesh Extender, click **I don't have a mesh (SAT)** to continue.

6. If you are setting up your WIFI network with this Apex WIFI router for the first time, you will need to create an SSID (network name) and WIFI password.

    Note: If you do not want to re-enter the WIFI information on all of your connected devices, use your existing SSID and password from the current router.
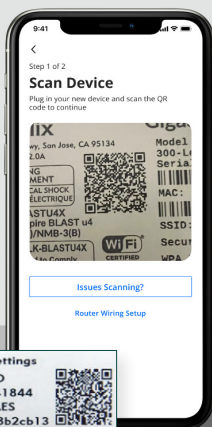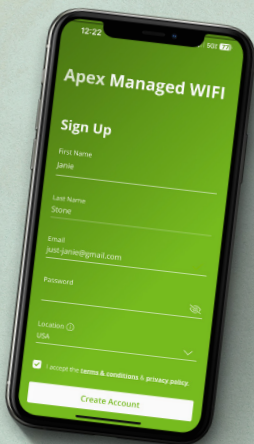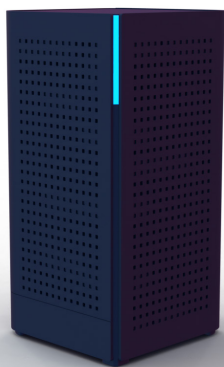
It's as easy as that! Your Apex WIFI network is ready to go.

The Apex Managed WIFI app allows you to manage your home or small business WIFI network. Visit **www.norvadosupport.com** and search **Apex** to learn how to use specific features.

Apex WIFI FAQs

Where should I place my Apex WIFI router?

Ideally, your router should be centrally located at an elevated spot on the main level of your home. It should never be placed in an enclosed cabinet or shelving unit and should always be in an upright position. Improper placement of the router can greatly reduce the connection speed you receive on your WIFI connected devices. The farther away your device is from the router, the weaker the signal will be, which will slow the connection speed.

It may sound complicated, but we make it easy! Professional installation is included with your Apex WIFI service. When you sign up, a Norvado technician will come to your home and install the router, testing to make sure your WIFI network is optimized for whole-home coverage.

## What does the Apex WIFI router-level firewall protect me from?

The security firewall that is built into your Apex WIFI router keeps you and your family safe by protecting all of the devices connected to your network from cyber attacks. This means even the most vulnerable devices, like smart TVs, cameras, thermostats and baby monitors, are safe and secure when they are connected to your WIFI network.

Apex WIFI also includes malicious website protection, anti-virus, anti-ransomware packet inspection and intrusion detection with 24/7 traffic monitoring that automatically blocks anything that looks suspicious from entering your home network. You'll receive notifications on your Apex WIFI app when harmful content is blocked.

What kind of parental controls are included in the Apex WIFI app?

Apex WIFI's enhanced parental controls include a number of useful tools to help you keep your children safe while online. You have the ability to create custom profiles for your children and assign all of their devices to their profile. You can then set content filters for each profile to block inappropriate or harmful content. The Time Limits feature allows you to create healthy screen time habits by turning off the internet to your children's devices during set time windows.

For more information on using enhanced parental controls, visit **www.norvadosupport.com** or check out the support videos found on our Youtube page.
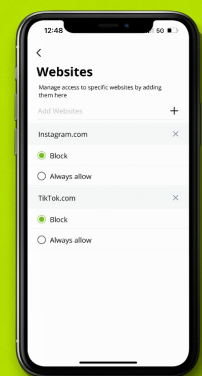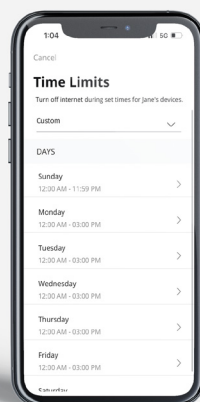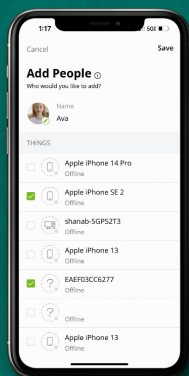
Fiber Optic Equipment Notice

All Norvado telephone, television and internet subscribers connected via the fiber optic facilities have an Optical Network Terminal (ONT) with Battery Backup System (BBS) and an Uninterruptible Power Supply (UPS) on or in the premise. The ONT provides telephone, television, and/or Internet service(s) throughout the structure, and the BBS and UPS keep these services functioning at the ONT during an electrical power outage. The ONT and UPS will typically be located in close proximity to one another. In rare cases, customers use self-supplied alternative energy methods to power the 12VDC ONT instead of a BBS and UPS provided by Norvado.

Norvado subscribers on fiber facilities reliant on 911 services must keep the Battery Backup System(BBS) and Uninterruptible Power Supply (UPS) in mind during electrical power outages. In order to contact emergency services during an electrical power outage, the BBS and UPS must be functioning and powering the Optical Network Terminal (ONT), and a hardwired, non-cordless telephone or WIFI router that doesn't require power, must be used. If you do not need to keep communication lines open during a power outage or do not own a non-cordless telephone or router as previously mentioned, then a BBS may not be needed in your situation.

Norvado sells and will install replacement batteries, along with larger capacity Battery Backup Systems and/or Uninterruptible Power Supplies (UPS), at the customer's request and expense. Battery testing and replacement are the subscriber's responsibility should he/she wish to continue to have the battery backup feature functioning and powering the telephone, television and/or Internet service(s) in the event of an electrical power failure.

Additional or replacement batteries can be purchased from a battery outlet (i.e. Batteries Plus) and replaced by the subscriber if desired. To do so, the battery type and size will need to be determined by locating the UPS, usually where the fiber line enters the premise and near a power breaker box, and noting the battery specifications that is currently in use. To test the battery in the UPS, unplug the UPS from the A/C outlet. The battery should begin supporting hardwired, non-cordless phones, and television and Internet service(s), if applicable. The UPS may have visual and/or audible alarms to indicate the status and condition of the unit. The Uninterruptible Power Supplies (UPS) and Battery Backup Systems (BBS) provided by Norvado come with manufacturer warranties. The most common manufacturers of Norvado equipment are shown on the next page.

The Uninterruptible Power Supplies (UPS) and Battery Backup Systems (BBS) provided by Norvado come with manufacturer warranties. The most common manufacturers of Norvado equipment are:

Cyberpower

- Typically a 3-year warranty
- Support available Monday - Friday (7AM - 6PM CST), 877-297-6937 (press 1)
- Website: www.cyberpowersystems.com

PowerTec Solutions

- Typically a 1-year warranty
- Support: 615-879-3326
- Website: www.powertecsolutions.net

We encourage our subscribers to contact the Norvado support line at 800-250-8927 with any questions regading warranties. Norvado shall not be liable for any warranty or assisting in warranty processing if the subscriber independently procures and installs their own UPS/BBS and/or replacement battery. For more details regarding fiber facilities, please call the 24/7 support line at 800-250-8927 or visit www.norvadosup-port.com.

Location

Headquarters

43705 US Hwy 63
PO Box 67
Cable, WI 54821

Business Hours

Monday-Friday
8am-4:30pm

Saturday Closed

Sunday Closed

Contact Us

Toll Free 800-250-8927

Email info@norvado.com

Website norvado.com