



Welcome To Airwave Networks

Airwave Networks Is Pleased To Provide High Speed Wired And Wireless Internet Access To All Residents At Your Community

What is the Airwave Network?

The "Always On" Internet service is easy to use and requires no additional software to set up. Simply connect your computer to the wall jack located in your bedroom with an Ethernet cable (Category 5e or better), and open up a web browser to begin using the service.

Wireless users can simply connect to the strongest Airwave provided wireless SSID (ex: Airwave-XXX-XX)

What kind of Internet access does Airwave Networks provide at this property?

Airwave Networks provides Internet service through both a Local Area Network (LAN) and a Wireless Local Area Network (WLAN) which connects each user back to a central telecommunications room at the property. A high speed fiber optic circuit is installed at the property, and Airwave Networks takes steps to ensure that all residents receive relatively equal shares of this bandwidth and that no one user or only a small group of users can "suck-up" all the bandwidth available.

What are my responsibilities when using the Airwave Networks service?

Users of the Airwave Networks service are required to follow all network-related rules and regulations as detailed in the Airwave Networks Acceptable Use Policy. The Acceptable Use Policy can be viewed at: www.airwave-networks.net/aup.php. Airwave Networks requires that you have installed (and regularly update) an anti-virus software package on your computer. Additionally, Airwave Networks strongly recommends that your operating system be updated with all critical updates and security patches. We also highly recommend that your computer has a username and password requirement to gain access. Computers that are vulnerable to virus attacks may become infected with computer viruses, which can infect the property LAN. In such cases, network performance can be seriously compromised, and Airwave Networks will disable any users who exhibit signs of viral activity.

What do I need to connect to the wireless service?

You can connect using almost any device with wireless 802.11 a/g/n/ac capabilities, including Windows® or Apple® based computers, mobile devices, and game consoles. Devices that have 5GHz wireless capabilities should ensure that they are utilizing the available 5GHz Airwave connections for the **BEST** wireless experience.

You may need to purchase a wireless 802.11 a/g/n/ac adapter to connect your computer or device to the wireless network. Please consult your equipment documentation or contact the manufacturer if you are unsure whether or not your machine has wireless capabilities.

What do I need to do to start using the Internet?

Residents will need to create an account and register all of their Internet-accessible devices. Resident can connect to the strongest Airwave network and open up a web browser. You will be redirected to the resident portal where there is a tab to create an account. Once you have created an account, you can register your devices on the resident portal under the "My Airwave" tab. Residents can also create an account and register devices using the Airwave Networks app.

What if I have my own wireless router?

Residents can connect directly to the Airwave Networks amenity wireless Internet service without using any personal network devices, and wireless routers should not be connected to the amenity network. Residents who own personal wireless network devices (routers, bridges, access points, etc) are required to ensure that all wireless capabilities are disabled to prevent any interference with the property's wireless amenity network.

Who do I contact if I am having trouble with my connection?

Airwave Networks Customer Care is available 24x7 to take your calls at **1-877-778-9283 (WAVE)**. You can get additional information, as well as enter trouble tickets online, through the Airwave Networks web site: www.airwave-networks.net

If talking on the phone isn't your thing, we have several other options you can choose from, including **CHAT** and **App Messaging**. Residents can **CHAT** live with one of our customer care representatives through the resident portal or the **Airwave Networks app**. Residents can also **SEND** a brief description of their issue using the **Airwave Networks app**. When contacting Airwave Networks, please remember to include your name, the name of your community, and a description of your problem so that a Customer Care Representative can better assist you.

To quickly contact us, just scan the code to the right. It will give you the option to either call our customer care hotline, live chat with a customer care representative, submit a trouble ticket, or download our Airwave app.



1-877-778-WAVE

www.airwave-networks.net