



SYNDEO SOLUTIONS



Syndeo Solutions Internet Frequently Asked Questions

Syndeo Solutions and Wooten Company have established an exclusive partnership allowing Wooten Company select tenants to receive up to 1Gb internet. The best part, is that your internet is already on! Read the information below to get started.

- How do I get started?
 - Your internet is already on! All you need to do is plug the device you would like to connect with into the wall plate in your apartment.
 - Can't find it? No Problem. Give us a call and we'll help you locate it.
 - Want wireless? That's easy too. Just plug your wireless router into the wall connecting it to the WAN or internet port. If you have questions just give us a call and we'll help you figure it out.
- What do I do if it's not working?
 - Call the Syndeo team at 1-800-219-1315 at anytime, day or night and even on holidays.
 - If we determine that the issue is related to multibuilding, we'll dispatch techs on nights and weekends.
 - See the troubleshooting guide attached for self-guided troubleshooting.
- How do I get a public IP address?
 - Syndeo does not provide public IP addresses to users. This is due to the shortage of IP addresses available from ARIN (American Registry of Internet Numbers). Syndeo Solutions does not provide public IP addresses to end users and cannot port forward any ports to your device. We are in the process of moving to IPv6 which will allow us to provide public IP addresses to each and every user provided that they have compatible equipment. For more information see: https://en.wikipedia.org/wiki/IPv4_address_exhaustion
- I am receiving a message about "Nat Type II" or "Restricted NAT" what do I do?
 - This is related to sharing public IP address. The Syndeo network has implemented technology to help support with Play Stations and Xbox. If you are having issues on those platforms, update your firmware, reboot your device. If nothing works give us a call and let us know.
- My internet is slow how do I fix it?
 - Most of the time and in most places, Syndeo internet speeds are 750Mbps and higher if your devices is capable of those speeds. That is very fast. Most wireless devices on the market do not support this speed. 99% of the time, that's the issues. That said, we're always willing to give advice so call us if you need help. Prefer to work on your own? See our self-guided troubleshooting guide attached.

Contact Information:

Call us: 1-800-219-1315 24/7

Email us: support@syndeosolutions.com



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Self-Guided Internet Troubleshooting

No Wireless Internet Connection:

1. Make sure your wireless router has power. There should be a power indicator light on the front of the device. If you don't see it, it could be off or the device could be bad.
2. Make sure you're hooked up. You need a Ethernet cable (This has 8 pins and is bigger than a phone cable) going from the internet (or "WAN") port of your router to the wall jack in your apartment.
3. Power cycle your router by unplugging the power cable, waiting 5 seconds and then plugging back in. connect your router with your laptop or desktop and see if you can get to the internet. (This really does solve most issues)
4. If not, try plugging in directly to the wall with your laptop or desktop by unplugging the ethernet cable from the router and plugging directly into your devices. Wait a few minutes for it to gain access.
 - a. If you can now get on the internet there is likely an issue with your wireless router and it will need to be reconfigured or replaced. Please contact the manufacturer for assistance in resetting and configuring the wireless router.
5. If all else fails, you can always reach us at 800-219-1315 at anytime.

For slow speeds:

1. First, know that most wireless systems are simply not fast enough to grade internet speeds by. There are many factors that can cause WiFi to operate slowly including how many devices in your apartment are connected and how many devices are within range of your wireless system, whether connected or not.
2. Start by checking the connection from the wall to your router. Make sure that the cable is snug in the connectors and the internet or "WAN" light is lite up on the front of your router.
3. Connect a newer desktop or laptop with a wired ethernet connection into the back of your router.
4. Go to speedtest.com. Run a speed test and note the results. A screenshot is best for helping us troubleshoot the issue.
5. After running the above test, disconnect your router and plug your desktop or laptop directly into the wall jack and run another speed test.
6. If you have faster speeds directly connected to the wall, then your current router is not able to handle the faster speeds we offer. If, however, you are receiving under 100Mbps speeds directly at the wall on your device please let us know as soon as possible and we will verify your connectivity.
7. Again, if all else fails, you can always reach us at 800-219-1315 at anytime and we're happy to help.



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