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## Program Guide

**ALL DEVICES MUST BE REGISTERED FOR SMART WIFI ACCESS**

- STEP 1** Connect to Uncommon Resident with the password **Seahawks\*4599**
- STEP 2** Click "I accept the terms" for the acceptable use policy and enter your email address.
- STEP 3** Complete the registration for all devices.

## What Registering Does

Registering your devices allows them to communicate with one another over the network as well as providing you with additional usability and privacy.

## Contact Support

Contact our support desk at **203.280.2029**.

Email us at [support@synergyfiber.com](mailto:support@synergyfiber.com) | Text us at **734.249.6005** | Chat Support at [synergyfiber.com](http://synergyfiber.com).

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Updated 7/14/20 \*Subject to Change\*



Scan me to set up your TV!  
[setupmytv.synergyfiber.com](http://setupmytv.synergyfiber.com)



## WIFI & PASSWORDS

### RESIDENT WIFI

**SSID: Uncommon Resident**

**Password: Seahawks\*4599**

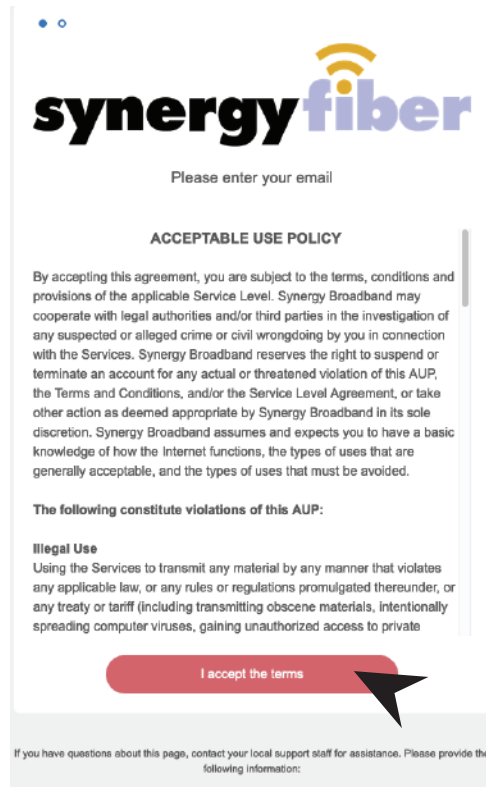
*(must register devices first, see above)*

1

CONNECT TO THE UNCOMMON RESIDENT WIFI NETWORK WITH THE PASSWORD: Seahawks\*4599

2


YOU WILL BE REDIRECTED TO AN ACCEPTABLE USE POLICY. CLICK "I ACCEPT THE TERMS" OF THE ACCEPTABLE USE POLICY.



The screenshot shows the Synergy Fiber website interface. At the top, the Synergy Fiber logo is displayed. Below the logo, there is a text prompt: "Please enter your email". Underneath this is the "ACCEPTABLE USE POLICY" section. The policy text states: "By accepting this agreement, you are subject to the terms, conditions and provisions of the applicable Service Level. Synergy Broadband may cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrongdoing by you in connection with the Services. Synergy Broadband reserves the right to suspend or terminate an account for any actual or threatened violation of this AUP, the Terms and Conditions, and/or the Service Level Agreement, or take other action as deemed appropriate by Synergy Broadband in its sole discretion. Synergy Broadband assumes and expects you to have a basic knowledge of how the Internet functions, the types of uses that are generally acceptable, and the types of uses that must be avoided." Below the policy text, it says "The following constitute violations of this AUP:" followed by a sub-section titled "Illegal Use" which lists: "Using the Services to transmit any material by any manner that violates any applicable law, or any rules or regulations promulgated thereunder, or any treaty or tariff (including transmitting obscene materials, intentionally spreading computer viruses, gaining unauthorized access to private". At the bottom of the policy section, there is a red button labeled "I accept the terms" with a black mouse cursor pointing at it. At the very bottom of the page, there is a small line of text: "If you have questions about this page, contact your local support staff for assistance. Please provide the following information:"

3

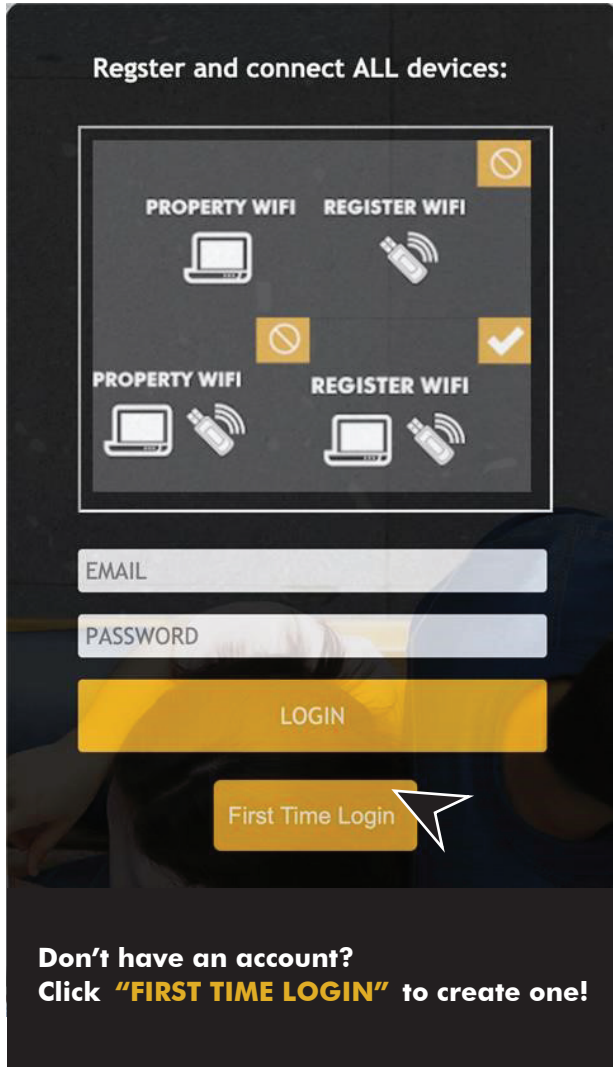
AFTER YOU ACCEPT THE TERMS, YOU WILL BE REQUIRED TO ENTER YOUR EMAIL ADDRESS AND CLICK CONTINUE.



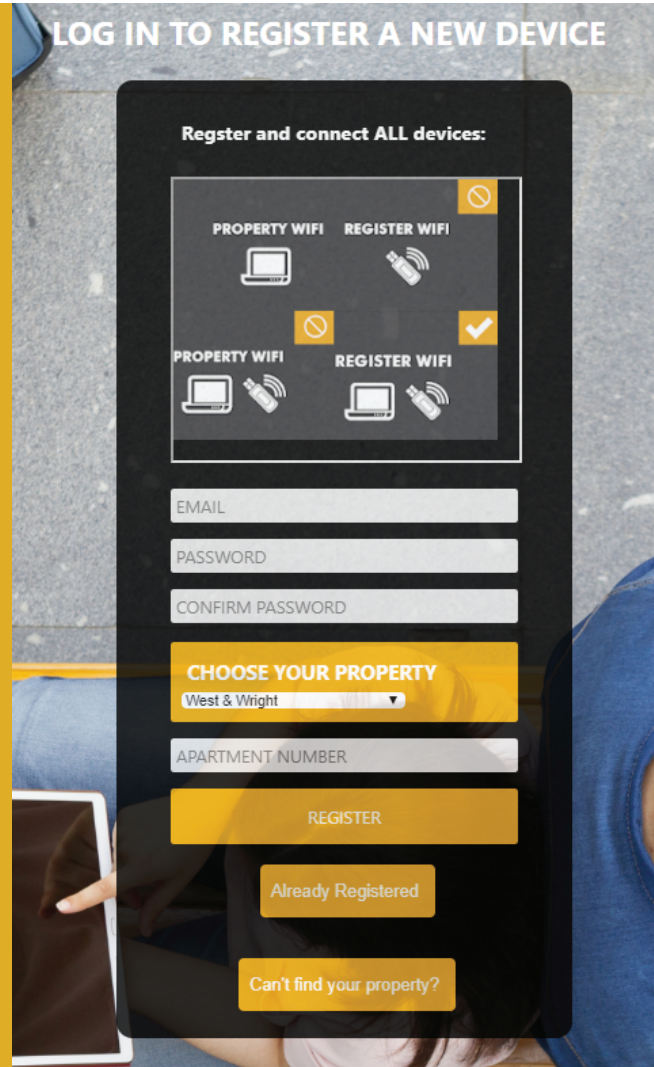
The screenshot shows the Synergy Fiber website interface after the policy acceptance. The Synergy Fiber logo is at the top. Below it is the text "Please enter your email". Underneath is a text input field with the label "EMAIL" above it. At the bottom of the form is a grey button labeled "Continue".

4

YOU WILL BE REDIRECTED TO REGISTER.SYNERGYWIFI.COM WHERE YOU CAN REGISTER ALL OF YOUR DEVICES. COMPLETE THE REGISTRATION.

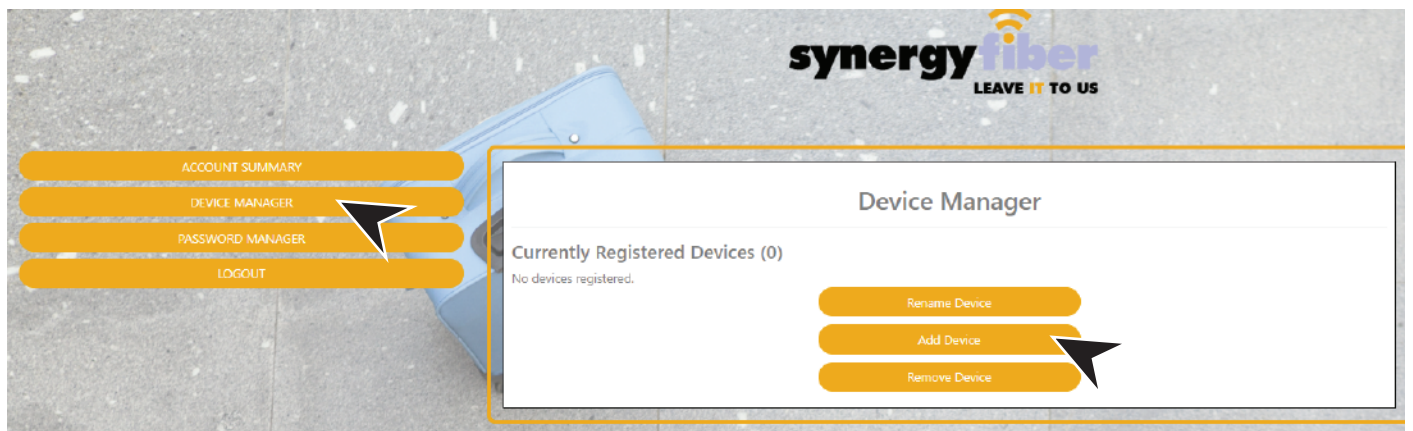


TO CREATE ACCOUNT



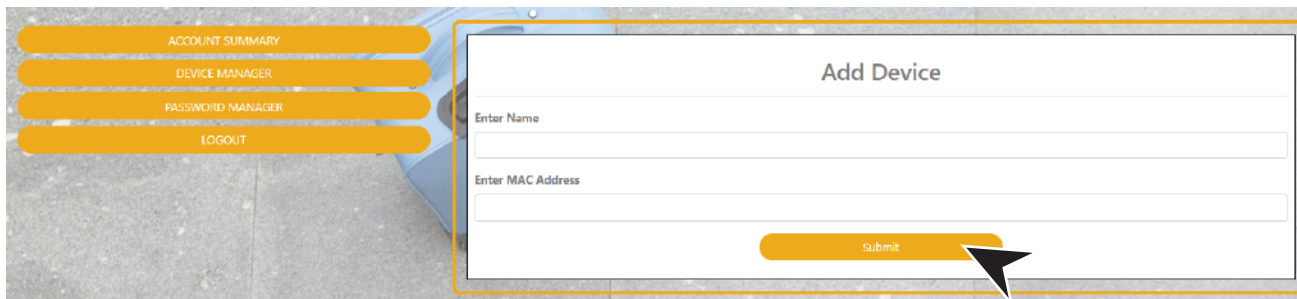
5

GO TO DEVICE MANAGER IN YOUR DASHBOARD TO ADD DEVICES



# 6

## ENTER DEVICE NAME AS WELL AS ITS MAC ADDRESS



**EXAMPLES OF WHAT A MAC ADDRESS MAY LOOK LIKE:**

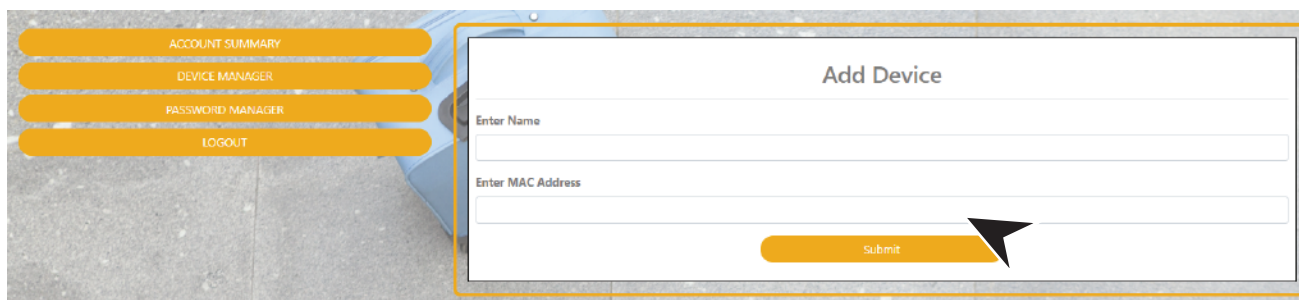
**00-17-ab-5a-6e-f5      OR      10:AE:60:60:60:60**

**NEED HELP FINDING YOUR MAC ADDRESS? GO TO:**

**<https://www.synergyfiber.com/documents/MAC-Address-Guide.pdf>**

# 7

## CONTINUE ADDING ALL YOUR DEVICES



# 8

## FINISH BY CONNECTING ALL DEVICES TO RESIDENT WIFI "UNCOMMON RESIDENT"



**CONNECT ALL DEVICES TO "UNCOMMON RESIDENT "**

**THAT'S IT! YOU'RE ON THE NETWORK. IF YOU NEED TO ADD A DEVICE IN THE FUTURE, LOG BACK INTO REGISTER.SYNERGYWIFI.COM AND FOLLOW STEPS FOR ADDING YOUR DEVICE ABOVE.**