

It's not just better Wi-Fi. It's smarter Wi-Fi.

Access**Smart Wi-Fi**

COVERAGE | CONTROL | OPTIMIZATION

Quick Guide



Access
COMMUNICATIONS CO-OPERATIVE





Welcome to the Access**Smart Wi-Fi** experience.

Unleash your Smart Wi-Fi with the MyHitron app.

Configure, diagnose and optimize your home network, direct from your smart device.

How to download the app

Please ensure your device is connected to your home Wi-Fi network.

1. Search for MyHitron in the  or , and download the app to your device.
2. Enter the username **cusadmin**. Then, type in the password for your Wi-Fi network.
3. Tap Sign In.





Overview



My devices



My Wi-Fi



Speed test



Troubleshoot

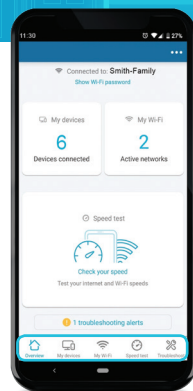
MyHitron app menu explained

1. **Overview:** Direct access to your network's most important details, such as connected devices and troubleshooting alerts.
2. **My devices:** Review all devices connected to your network, from phones and tablets to smart TVs and thermostats.
3. **My Wi-Fi:** Don't remember your Wi-Fi password? Easily change it or share it with your guests.

Parental controls: No more Wi-Fi for the kids after 9PM on weekdays? No problem.

4. **Speed test:** Validate not only the speed of your broadband connection, but also directly to your device. If facing a slow-down, you can easily determine the cause.
5. **Troubleshoot:** Is your Wi-Fi password perhaps a bit too simple or your encryption not strong enough? Are some devices in your home suffering from slow speeds? MyHitron & your gateway automatically review potential performance and security issues and will guide you through the step-by-step resolution process.

SweetSpots: A "metal detector" for your Wi-Fi to track signal strength as you walk through your home to find and fix any possible dead-spots you may have.



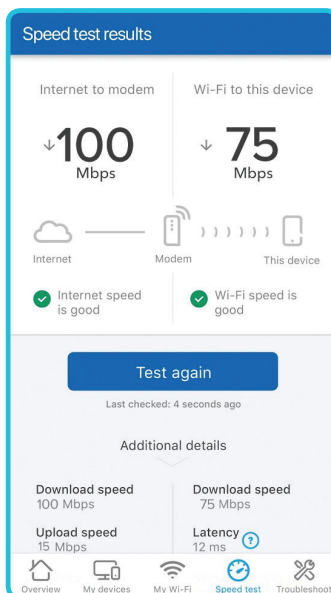
Test Wi-Fi speeds

To test your Wi-Fi speeds in the MyHitron app:

1. On the main dashboard of the app, under Speed Test, tap **Check your speed**.

2. Select **Begin speed test**.


The app will display the test results on your device.



Note: if you are connected to your Wi-Fi via an extender, the speed test feature will be unavailable.

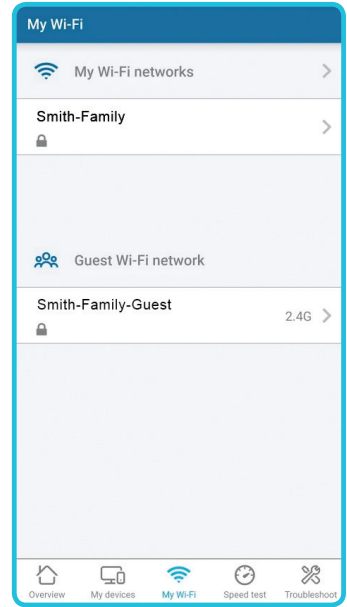
Welcome to the Access**Smart Wi-Fi** experience.

Create a guest network


1. In the app, select  **My Wi-Fi** from the app menu.
2. Tap on your **Guest Wi-Fi network**.
3. Edit the **network name** and **network password** for the guest network (if needed).
4. Toggle the button next to **Enable Guest Wi-Fi** to the right to enable.

You can also see how many devices are connect to your guest network from this screen by tapping **Devices connected**.

To disable the guest Wi-Fi network, follow the steps above and toggle the **button** to the left.




Manage, pause and block devices

In the app, tap  **My Devices** from the app menu. This shows you all the devices connected to your in-home network.


- To manage a device's connection to your network, tap on the device from the list to select it.
- To edit a device name, tap **Edit**. Then tap on the **Device name** to change it.
- To pause a device's access to your internet network, tap the **Pause** icon.
- To let a device access your network again, tap the **Resume** icon.
- To block a device from connecting to your network, tap **Block**.

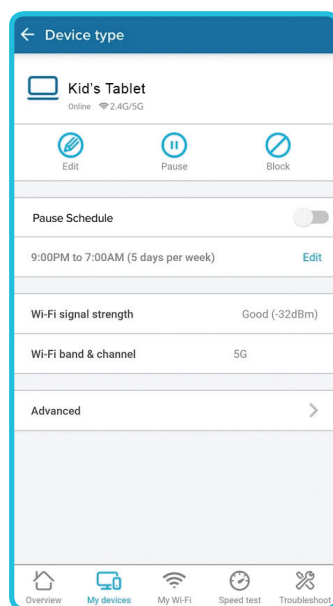
Unblock devices

1. From the main  **Overview** screen in the MyHitron app, tap on the **three dots** on the top right-hand side of the screen.
2. Select **Blocked devices**.
3. Tap the **Trash icon** and then select **Unblock** to unblock the device.

Create a pause schedule

If you want to block internet access for specific devices at different times every day – such as pausing your child's tablet Wi-Fi access at bedtime – you can create a Pause Schedule in the MyHitron app.

1. In the app, tap  **My devices** in the app menu.
 2. Select the **device** you want to put on a schedule from the list.
 3. Toggle the button next to **Pause schedule** to the right to enable.
 4. Tap **Edit** to manage when you want the Internet access to be blocked.
- Tap the **Start time** to change the time you want the access to pause.
 - Tap the **End time** to change the time you want to re-enable access.
 - Select the days you want the pause schedule to be in effect. Days that are **blue** are selected.
 - Tap **Save** to save your pause schedule, or **Back** to discard your changes.



Need more assistance?

Find your answers here

1. In the app, select Troubleshoot from the app menu to review performance alerts, security alerts and other troubleshooting tips.
2. Visit us online at myaccess.ca/support.
3. For technical assistance, call 1-866-363-2225 or email help@myaccess.coop

How to locate your Wi-Fi password:

Tap Show Wi-Fi password on the Overview screen of the app. If you have more than 1 Wi-Fi network, tap the My Wi-Fi tile to view information for each network.

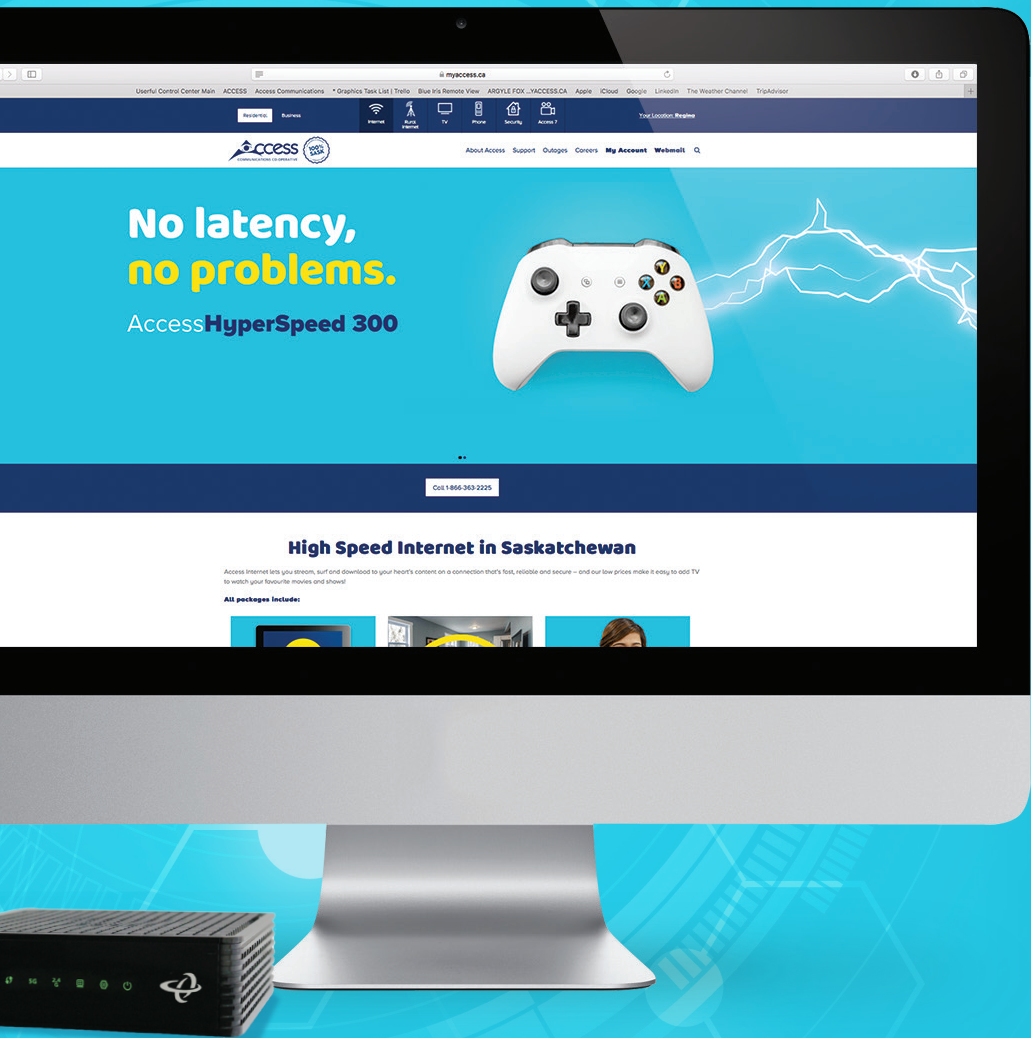
How to change your Wi-Fi password:

Tap the My Wi-Fi tile, tap the network you want to change, tap the Wi-Fi password field and enter your new password. Tap Save when prompted.

Note: Once your Wi-Fi password is changed, you'll need to reconnect all your devices to the network using the new password.



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