



We are excited to get you connected and enjoying all the benefits of Big Dog High Speed Internet!

ONLY Buildings 100, 200 & 300 are LIVE January 12th, 2023 at 9am!!

How do I get connected?

- To access Big Dog High Speed services, all you will need is a Standard Wi-Fi Router which can be purchased almost anywhere. Two that we recommend are the
- **Ubiquiti airCube AC & the TP-LINK Archer.**
 - Netgear and Linksys brand routers ARE NOT compatible and may cause issues with connectivity.
 - Cable or DSL Routers with a Modem built-in, will not work with Big Dog services.
- Next, find the wall plate that was just installed and connect the ethernet cable to the “Internet” port on the back of your router and the wall plate.
- Plug in your router for an instant High Speed Internet Connection! *(Note: some routers require additional setup before using. See the router’s owner manual for details)*

What if the internet isn’t working?

- First, unplug the power cord from your router, wait 20 seconds, then plug back in. *(Make sure you have a Standard Wi-Fi Router)*
- Ensure that your Ethernet Network cable from the wall jack is not damaged and is plugged into your router securely. You could also try plugging a laptop or other device into the ethernet jack to ensure a connection is present.
- If the internet is not connecting after your router powers up, call the customer service # for your router. Routers often have an app or need to go through special firmware updates to get service up and running.
- If you have been through troubleshooting with the router customer service and you are still not connected call Big Dog @ **(319) 883-4486** *(save this number for any service issues).*

If there are any issues with service, call Big Dog, at (319) 883-4486, NOT your Property Manager.

Big Dog will perform all service calls involving issues up to the ethernet port for free. If the service call is an issue with the router or a user error there will be a \$50 charge. A Credit or Debit card will be required to be on file for any Scheduled Service Call. Big Dog does not service individual routers, computers, printers, tablets, or any other devices.

**Big Dog also offers multiple options for
TV service!**



Big Dog also offers Home Phone service, TV Mounting, Security and Smart Home Products!

You can also purchase a router and have it installed and set up by Big Dog for \$175 (\$125+tax for the router and \$50 for the install).

(Please Note: If you have not had the wall plate installed before January 20th, 2023 there will be a \$150 fee for the installation of the wall plate.)

Call or stop by our office to get a personalized quote on all our products and services!

**(319) 883-4486
797 Blairs Ferry Rd NE,
Cedar Rapids, IA 52402**

During the Property Launch please call at any point with questions or issues and we will return your call during business hours.

For any help with Big Dog High Speed Internet you must call the number listed on this sheet, this is the only way to receive help with your internet. Do Not send an email or search Google.