Internet Set-Up

Speeds
up to
600 mbps
⇩⇧

Welcome! Have you tried our in-house internet provider?

To get started setting up your **wired** or **wireless** internet connection, give us a call to get you started and follow the instructions below!

For Wired Internet

For this option, all you need is an ethernet cord and plugging it in from the wall outlet to the device you would like to use.

This works great if you only have a small number of devices they would like to use with the highest possible speeds. i.e. video game consoles or desktop set-ups.

For Wireless Wi-fi

Along with the ethernet cord as mentioned in the "Wired" option, tenants will also need a router. Any router that is advertized as working with Charter/Spectrum will work, our recommendation is a Linksys router.

Please keep in mind when purchasing a device or trying to set up with existing equipment that all you need is the router and not a modem.

Please note: we have had problems in the past with tenants using a router-modem combo, so please make sure to double-check equipment.

This option works the best for use with many devices you would like to use with a wireless connection. Most users will be using the internet in this format.
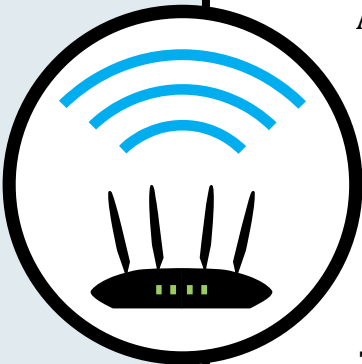
Troubleshooting

- Make sure to plug in the ethernet cord to your router before connecting the power.
- If wi-fi drops, turn off your router, wait 10 seconds, and plug it back in.
- If you are not able to connect immediately, and followed the previous two steps, try a different ethernet cord. Even if you have used the cord previously, please try another. They are easily found and can be very fragile.
- If all else fails, feel free to give us a call and we would be happy to talk through troubleshooting with you.