



Welcome to crazy fast fiber Internet®

Great news! You now have access to Ting Crazy Fast Fiber Internet®. That means you've got the fastest Internet available in Charlottesville. Not bad, right? Your unlimited, symmetrical Ting gigabit connection gets you up to 1000Mbps upload and download speeds. You don't need to book an install appointment to get started; our equipment has been installed for you!

Get started with Ting Internet

One person in each unit or apartment needs to create an account at [Ting.com](http://www.ting.com) to keep the service running smoothly and we can contact you if needed. To create an account, one person should visit <http://www.ting.com/cville> and then follow the steps below:

- Start typing your address into the address checker and select it when it appears. Be sure to type in your unit number after selecting the address.
 - Click the blue check button and then follow the prompts to finish creating your account.
- Thanks!

About your router

We've installed a Ting-powered router (ZyXel EMG6726) and it's already broadcasting Wi-Fi for your wireless devices; it also has four ethernet ports on the back for your wired devices. If possible, connect your devices that have an ethernet port directly to one of those four ethernet ports on the router with an ethernet cable to get the best speeds possible.

Your Wi-Fi network name (SSID) and password are on a sticker on the back of the router. Connect to the Wi-Fi with your wireless devices and you're all set! If the Wi-Fi network name (SSID) listed on the back of the router doesn't come up on any of your wireless devices, the router might need to be reset back to the default setting.

To reset your Ting router

- Push a paper clip or pin into the **reset** button on the back of the router and hold it in for 10 seconds until the power light begins to flash.
- The router will restart and may take up to five minutes to come back online.
- Your Wi-Fi network name (SSID) and password will reset back to the defaults listed on the sticker on the back of the router.
- If you like, you can change your network name and password to something that's convenient for you. Just give us a call at 1-844-846-4994 or follow the steps below.

To change your Wi-Fi network name and password

- If you want to change your Wi-Fi network name (SSID) and/or password, please visit <http://www.ting.com/wifisetup> for instructions or give us a call at 1-844-846-4994 and we'll happily give you a hand.



Need help?

If you have questions or something just isn't working right, we're here to help. Give us a call at 1-844-846-4994 or visit us at ting.com/support