

MySOLARUS APP

User Guide



WELCOME

to  **Solarus**®

Congratulations! You're now connected to the most advanced Wi-Fi network on the market today!

Here is your network login information. Please store in a secure place.

Network Name: _____

Password: _____

MAKE THE MOST OF YOUR WI-FI EXPERIENCE WITH THE MY SOLARUS APP

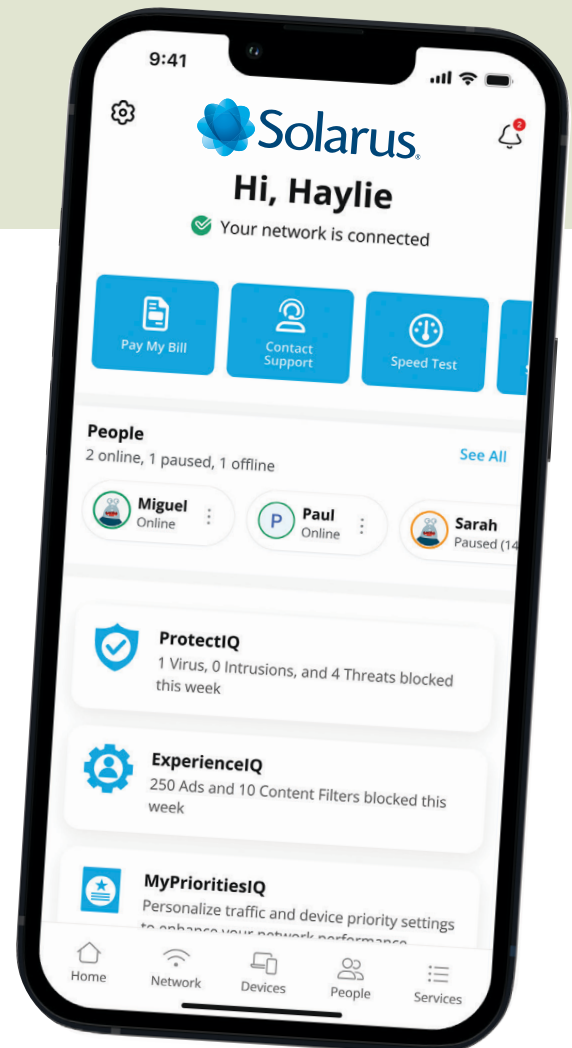


Take your Wi-Fi experience to the next level with the MySolarus app! With it, you can manage and control your home network through a user-friendly mobile interface.

- Run Speed Tests
- Change Your Wi-Fi Password
- Create & Share Guest Networks
- Parental Controls
- Device Prioritization
- Block Viruses and Intrusions
- Automatic Security Updates

TABLE OF CONTENTS

Downloading the App	4
Quick Link Carousel	5
Run a Speed Test	6
How to Share Your Wi-Fi	6
Home Network	7
Bottom Nav Bar: Network	8
Bottom Nav Bar: Devices	8
Bottom Nav Bar: People	9
Bottom Nav Bar: Services	9
Protect IQ	10
Experience IQ	10
MyPriorities IQ	10
Settings	11



*Note: App features vary by Internet plan and may require a complimentary equipment upgrade.

GETTING STARTED

DOWNLOAD AND AUTHENTICATE YOUR APP



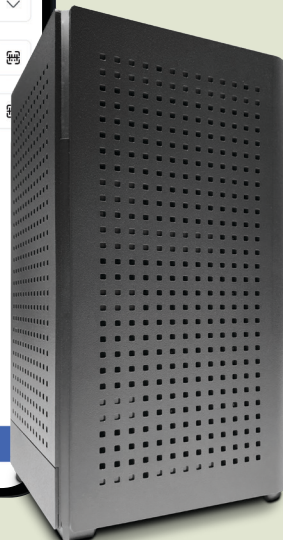
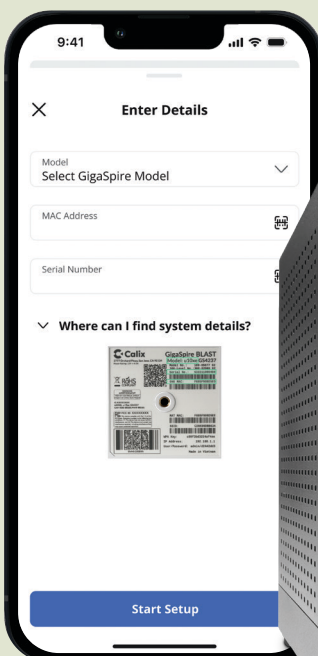
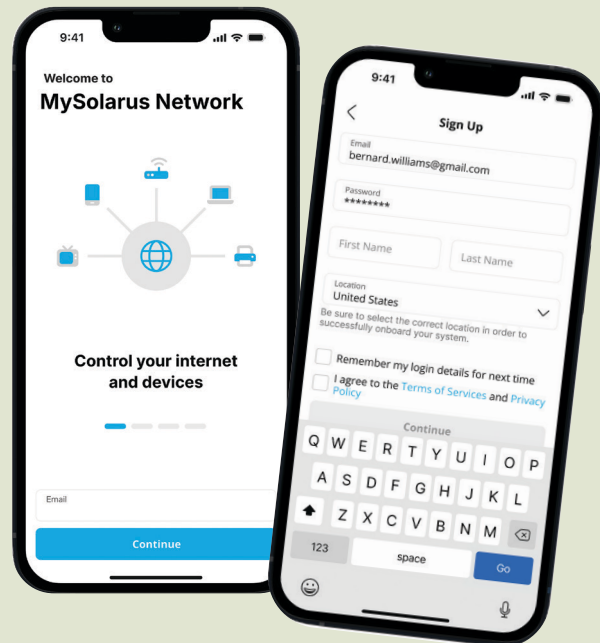
Scan & Download
the MySolarus App

1. From your smartphone or tablet, you can either scan the QR code to the left or download the MySolarus app from your device's Apple App Store/Google Play and install it on your phone or tablet.



2. From the MySolarus App welcome screen, tap the Let's Get Started button.

3. From the Sign Up screen, add basic personal details and create a password for logging in.



4. Find the sticker on the side or bottom of your Solarus router. Tap the scan icon and point your camera at the QR code. No QR? Enter the MAC address and serial number from the sticker. You might need your account number, too.

5. Name Your Network: Set a Wi-Fi name (SSID) and password that's unique to your household.

FROM THE HOME SCREEN



SCROLLABLE QUICK LINK CAROUSEL

On your app's home screen, you'll find quick links to key functions in an easily accessible carousel. Swipe left on your device to view them all.



PAY MY BILL

Access the Solarus e-billing portal to view or pay your bill

CONTACT SUPPORT

Connect with our 24/7 Technical Assistance team to get answers to your questions or troubleshoot issues with your service

SPEED TEST

Running a speed test directly from your router gives you the most accurate picture of your Internet performance by measuring the true speed coming into your home, separate from Wi-Fi or device limitations

SHARE WI-FI

Quickly and easily connect guests to your network without having to share or type out your password

HOME NETWORK

View all activity on your network and manage the devices that are connecting to it

REBOOT SYSTEM

Rebooting your router refreshes the connection to your Wi-Fi system, which can help resolve glitches and restore smooth performance



SPEED TEST

CHECK YOUR SPEED AND CONNECTION

Running a speed test can help you determine if your Internet is performing as it should, giving you a clear picture of your actual upload and download speeds.

The easiest way to run a speed test is by tapping the Speed Test icon from your Quick Access Carousel. Then simply tap the Test Again button.

The speed test will first run between your Solarus router and the Internet and then will conduct a speed test between any mesh units and the router. Results will show as a notification in the upper right hand corner of your app's home page.

Note: This feature is only available with a Solarus Gigaspire Blast router.

SHARE WI-FI

CONNECT GUESTS TO YOUR WI-FI NETWORK QUICKLY AND EASILY

With the MySolarus app, you can share access to your Wi-Fi network with guests, babysitters, and service technicians without giving away your password. Once they're gone, you can disconnect their device with a single tap.

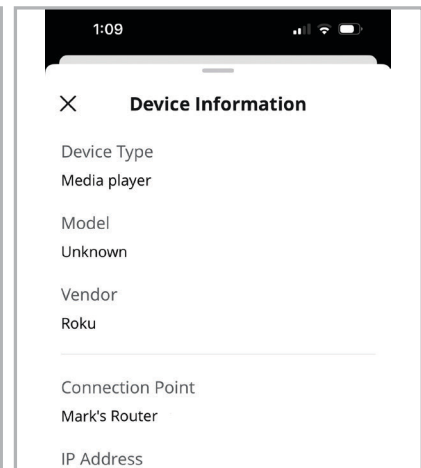
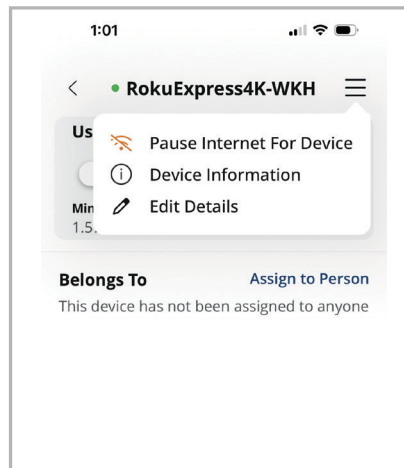
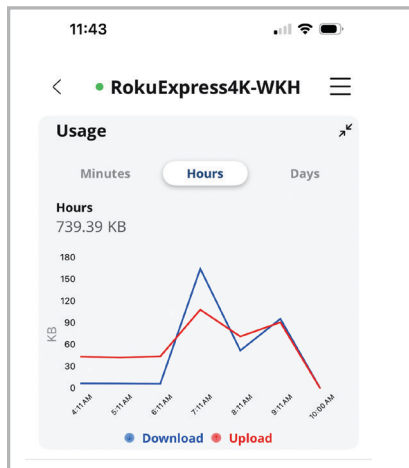
1. Tap the Share Wi-Fi icon from your Quick Access Carousel.
2. Have your guest use their device to scan the QR code, using their camera function.
3. Alternatively, they can manually enter the password. Click the eye icon to reveal your passcode.
4. You can also click the Share button to text or email login details.



HOME NETWORK

VIEW AND MANAGE THE DEVICES CONNECTING TO YOUR NETWORK

Get a glimpse of all the devices connected to your network when you click on the Home Network icon. Tap a specific device to do a deeper dive into that device's usage stats. From here, you can Pause the Internet, find additional info or even rename the device.



QUESTIONS?
WE'RE HERE TO HELP!
24/7 TECHNICAL SUPPORT



📞 888-676-8638

✉ support@solarus.net

BOTTOM NAVIGATION MENU

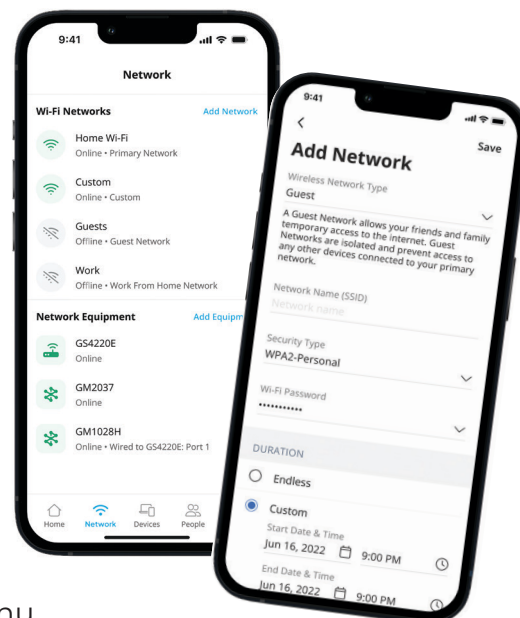
NETWORK

ADD A GUEST NETWORK

By creating a guest network, visitors can use your Wi-Fi, but they won't be able to see or access any of the other devices on your network. More importantly, they won't be able to accidentally compromise your devices or data.

To create or edit an existing guest network:

1. Tap the Network button in the bottom navigation menu
2. Click on Add Network
3. Next, choose the type of network you'd like to add from the dropdown menu
4. Assign your newly created network a name and password
5. From the security drop down, we recommend choosing the highest level, but keep in mind that older devices may not connect to the newer versions. You may need to experiment and adjust your security settings if a device will not connect.
6. Enabling Isolation prevents guests from seeing any other guest networks you may have created.
7. You can also specify whether you'd like this network to expire or if you'd rather keep it as a permanent alternative to your main network.

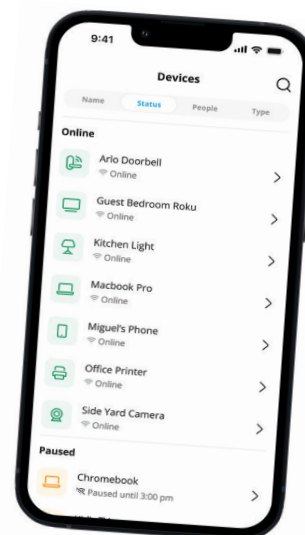


DEVICES

MANAGE DEVICES AND VIEW THEIR USAGE

The device details screen will show all of the devices connected to your network. Click on a device to view its status, usage, or to assign it to a specific user.

Use the menu in the upper right corner to quickly pause (or unpause) Internet for a device, or to edit the device name or type.



*Note: App features vary by Internet plan and may require a complimentary equipment upgrade.

BOTTOM NAVIGATION MENU CONT.

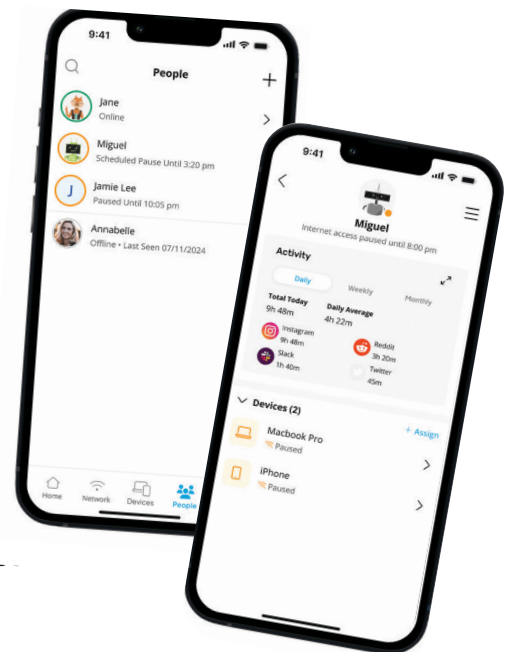
PEOPLE

CREATE UNIQUE USER PROFILES TO MANAGE YOUR CONNECTIONS

Creating People profiles lets you know who has been on your Wi-Fi and gives you the ability to customize their access.

Easily identify the people connecting to your network when you upload a photo or assign them an avatar.

Once you've created a user profile, you can manage the types of content they can access, set time limits, view their usage habits and pause access.



*Note: App features vary by Internet plan and may require a complimentary equipment upgrade.

SERVICES

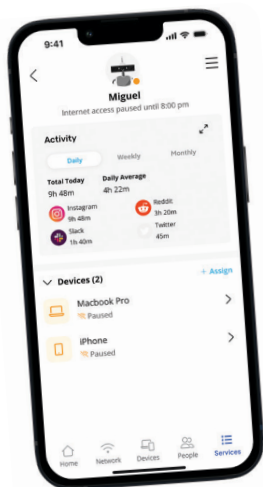
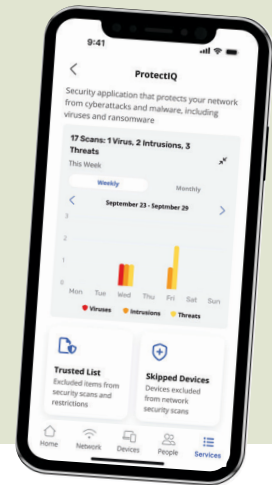
CUSTOMIZE YOUR EXPERIENCE

Want to level up your Wi-Fi experience? Head to the “Services” tab to access some of the more advanced features available with your Solarus Internet package. You will only see the features included in the Internet plan you are subscribed to.



PROTECT IQ A SAFE DIGITAL HOME

The Internet can be a wild place, but ProtectIQ keeps the bad stuff out. This built-in security blocks viruses, malware and sketchy web threats, so your family's devices stay safe. Click the expand icon to see this feature working for you.

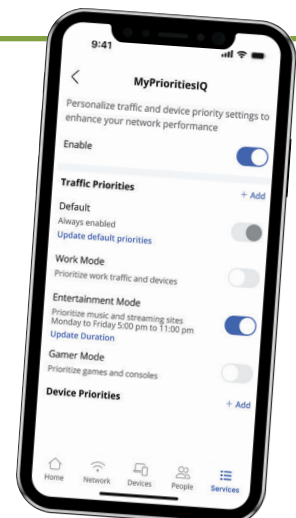


EXPERIENCE IQ CONTENT CONTROL MADE EASY

With this powerful tool, you can easily manage what content is accessible, set healthy screen time limits, and even pause the Internet on specific devices. Whether it's keeping kids focused on homework, ensuring age-appropriate browsing, or creating tech-free family time, the MySolarus app gives you the peace-of-mind that comes with a safe, balanced, and customized online environment.

MYPRIORITIES IQ WI-FI THAT WORKS FOR YOU

With MyPrioritiesIQ, you can decide how your bandwidth gets allocated. Prioritize types of activity (work, gaming, streaming, etc.) or certain devices (mom's laptop) to optimize your Wi-Fi performance when and where you need it most.



*Note: App features vary by Internet plan and may require a complimentary equipment upgrade.

SETTINGS

From the Settings menu in the upper left hand corner of your home screen, you can manage your MySolarus App preferences.

ACCOUNT & ADMINS

View your basic account info and manage admin permissions

APPLICATION NOTIFICATIONS

Manage which notifications you get and how you receive them

MANAGE SERVICES

Enable or disable services from your MySolarus app

BIOMETRIC LOGIN

Enable Fingerprint or Facial Recognition for MySolarus app Login

THEME

Choose from Light or Dark mode

LANGUAGE

Choose your preferred language

TERMS & CONDITIONS

Provides the terms and conditions you acknowledge by using the app.

PRIVACY POLICY

Provides the privacy policy of the app.

CONTACT SUPPORT

Connect with Solarus Technical Support staff quickly and easily



KEEPING YOU CONNECTED IS OUR TOP PRIORITY.

We back all of our services with 24/7 local technical support. Whether you've forgotten your PIN, have a question, or are experiencing issues with your service, our highly skilled agents are always ready to help!

QUESTIONS?

WE'RE HERE TO HELP!

24/7 TECHNICAL SUPPORT



888-676-8638



support@solarus.net

WISCONSIN RAPIDS

440 E. Grand Ave.
Wisconsin Rapids, WI 54494

715-421-8111

MANAWA

131 2nd St.
Manawa, WI 54949

920-596-2535