Solarus®
Internet | Phone | TV

MY

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.
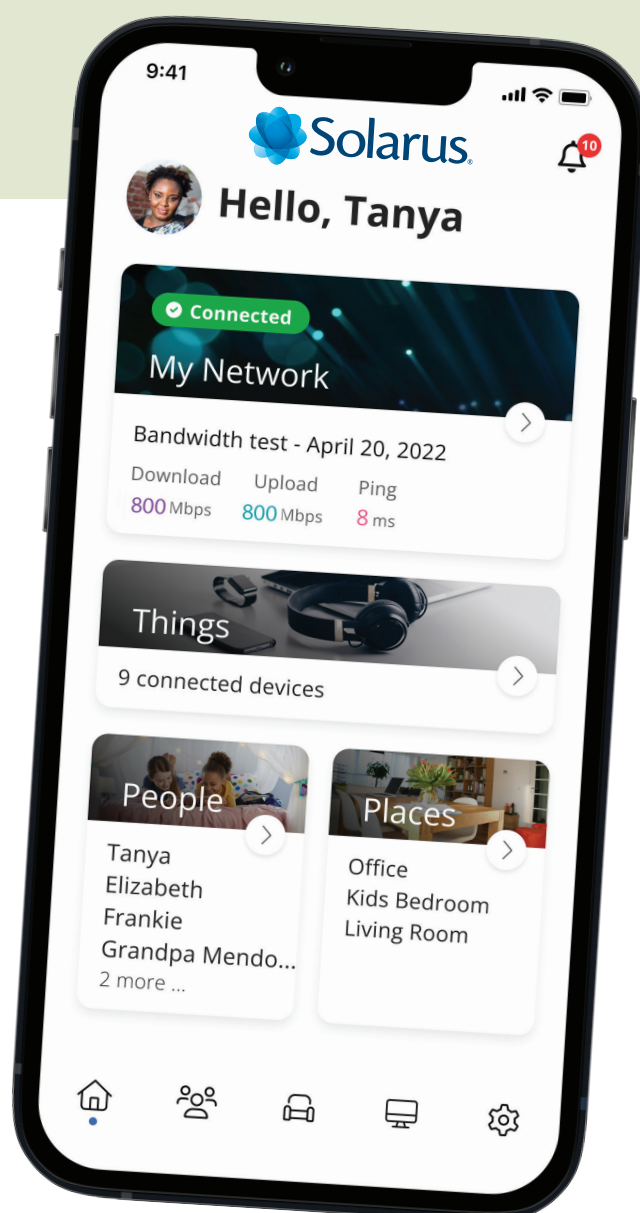
Network Name: _____

Password: _____

MAKE THE MOST OF YOUR WI-FI EXPERIENCE WITH THE MYSOLARUS APP

Take your Wi-Fi experience to the next level with the MySolarus app, designed to give you easy access to your home network through our user-friendly mobile interface. With MySolarus, you're in control!

TABLE OF CONTENTS
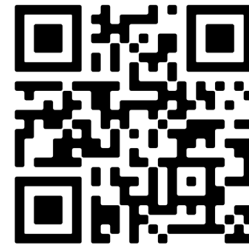
MYSOLARUS
DOWNLOAD THE APP!

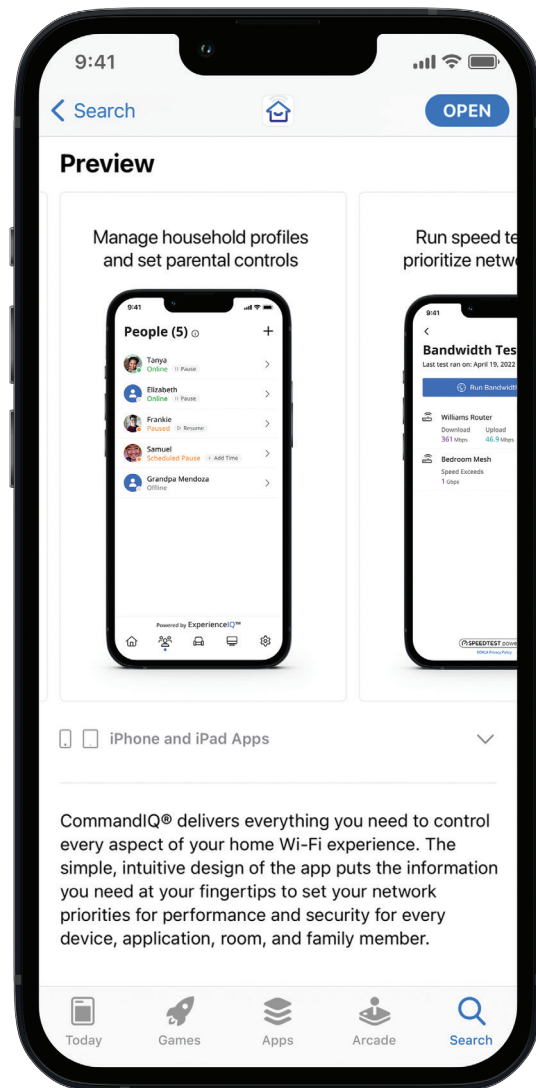Download the MySolarus app from the Apple App Store or Google Play and install it onto your phone or tablet.

Download on the App Store
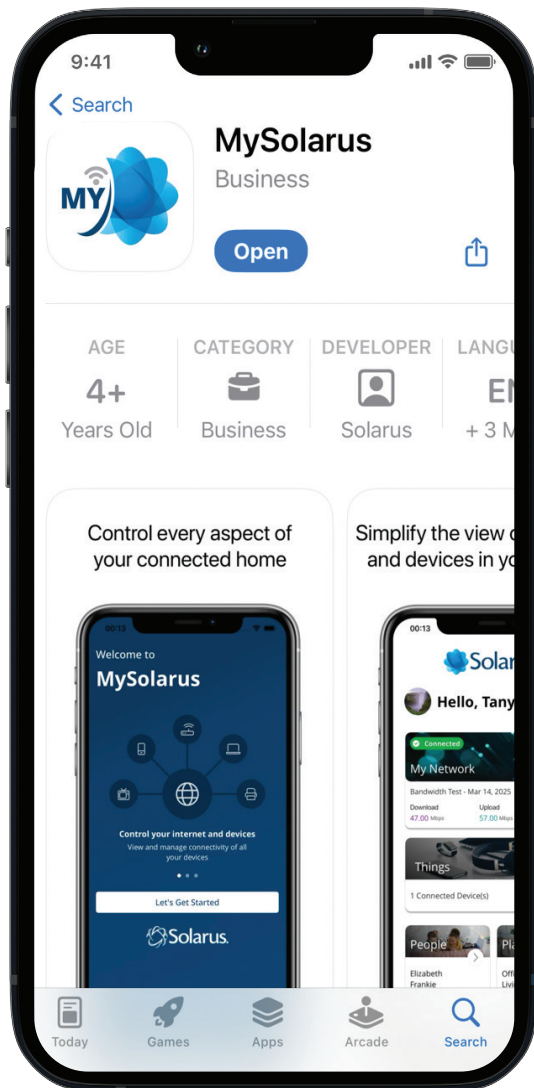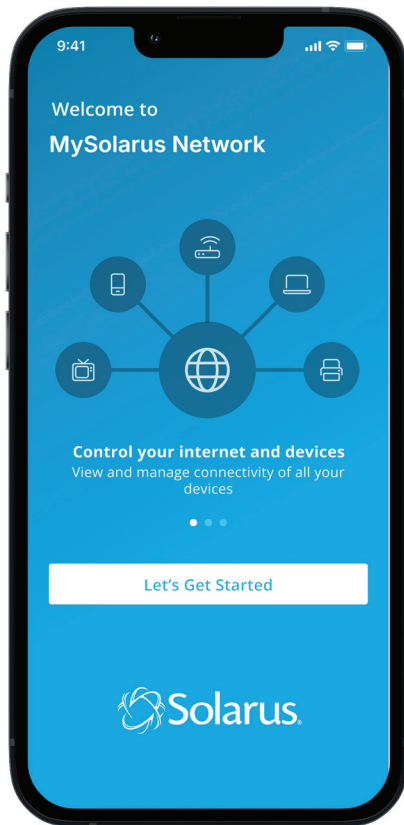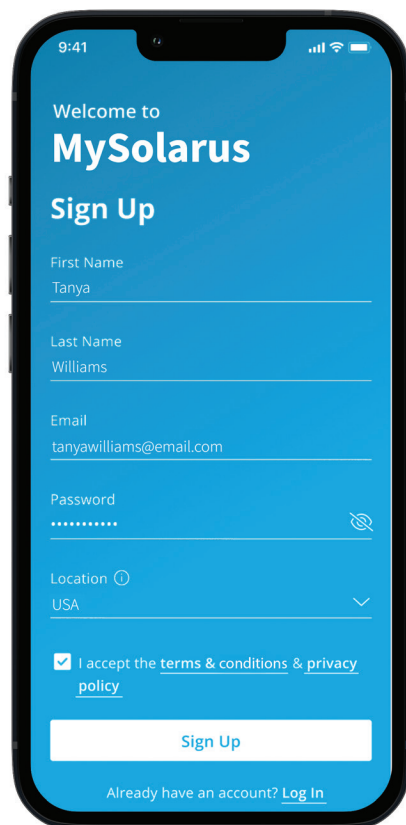
GET IT ON Google Play

You can also scan the QR Code with your mobile device to access the app.

STEP 1
TAP "LET'S GET STARTED"

If you forget the password to access your MySolarus app, select "Forgot Password?" to reset and access your account.

STEP 2
ENTER BASIC PERSONAL INFORMATION.

The password you enter here will be the password you use to log in to the app.
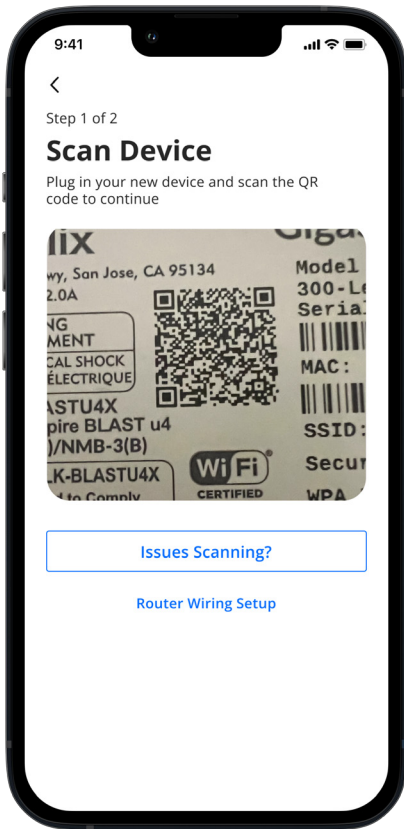
STEP 3
SCAN THE QR CODE

Your Solarus Wi-Fi system will have a sticker on the side or bottom. Simply tap the icon and scan the QR code.

Alternately, you can enter the MAC address and serial number found on that same sticker.

If you're unable to locate the sticker, you can contact our Technical Support Center at 888-676-8638. They can provide this info.

After you select "OK" you may be asked to enter your account number.

STEP 4
NAME THE NETWORK AND CREATE A PASSWORD

If you are setting up your home network for the first time, you can choose a name and password for your Wi-Fi network.
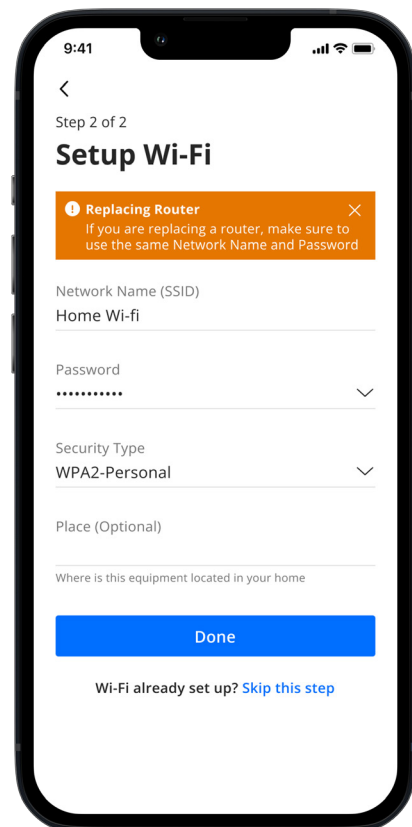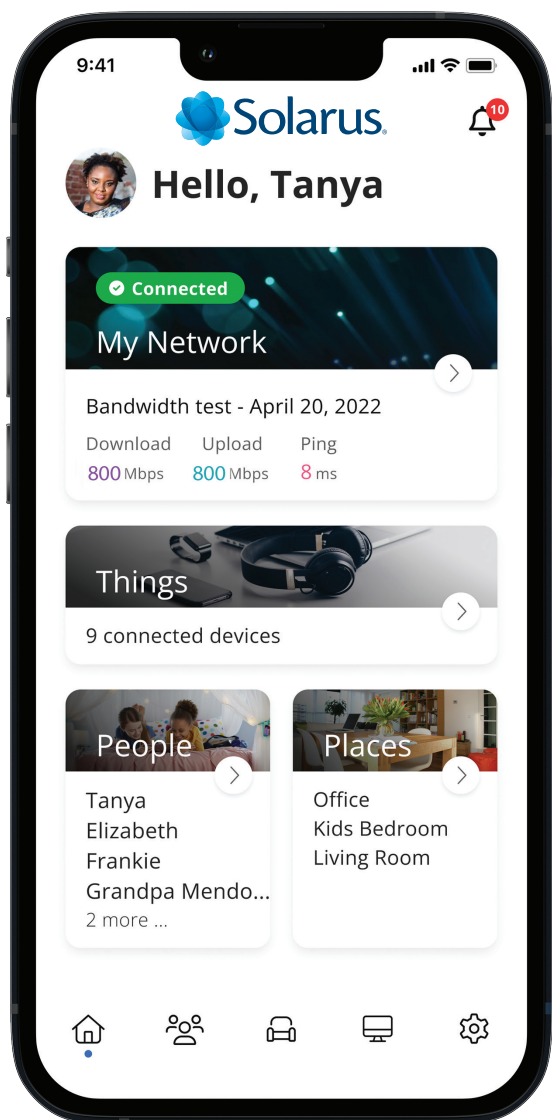
HOME SCREEN

THIS IS THE SCREEN YOU'LL SEE EVERY TIME YOU OPEN THE APP.

This dashboard gives you complete control over the devices in your home and on your network.

"My Network" at the top of the dashboard is where you can:

• Access your Wi-Fi network settings
• Run a bandwidth test
• View all connected devices
• Connect a new device
• Disable services
• View device usage
• Set up a guest network

"Things" will show you the devices connected to your network. You can also view the devices by clicking on the monitor icon in the tool bar at the bottom.

CUSTOMIZATION

WITH THE ADVANCED FEATURES, YOU CAN TAILOR YOUR INTERNET TO FIT YOUR LIFE.

PEOPLE
Connect your Things (devices) with people in your home network. This allows you to set parental controls, content filters, time limits and more.

PLACES
Places are a great way to identify or group the Wi-Fi to devices connecting to a specific area in your home like an office, media room, patio or game room.

THINGS
You can easily find your network details here to connect a new device to your Wi-Fi.

NETWORK
Add a guest network at any time (great for babysitters, pet sitters, or visitors) and keep your main Wi-Fi network and data safe. You can set a duration and even text the Wi-Fi network name and password to your guests.

SECURITY
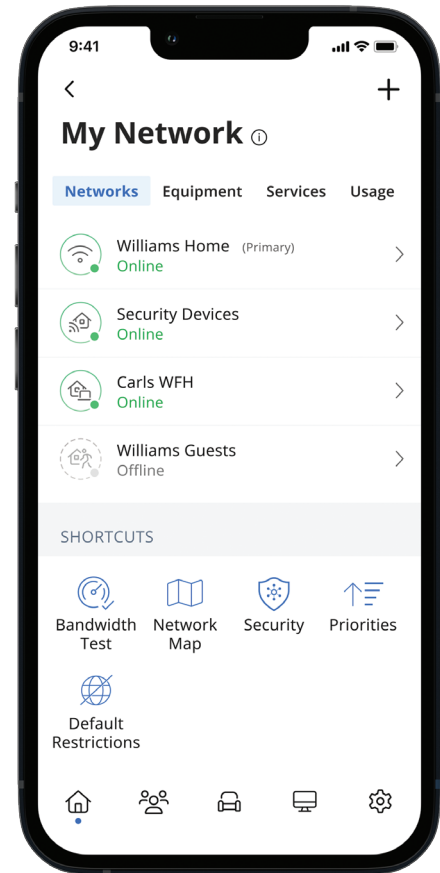**(NOT INCLUDED WITH ESSENTIAL ACCESS INTERNET PLAN)**
Provides network level protection against malware, viruses, etc.

ENHANCED PARENTAL CONTROL
(NOT INCLUDED WITH ESSENTIAL ACCESS INTERNET PLAN)
Provides the ability to set profiles, assign devices, schedule offline time, add content filters, app filters and website filters and view the usage for each profile.

SETTINGS
CUSTOMIZE THE APP TO YOUR OWN LIKING.

ACCOUNT AND ADMINS
This will allow you to update the name shown on your app and the login password.

APP PASSCODE
You can set a PIN in lieu of an app login password.

LANGUAGE
Choose your preferred language.

ALERTS
To receive notifications from the app, leave this in the ON position.

TERMS & CONDITIONS
Provides the terms and conditions you acknowledge by using the app.

PRIVACY POLICY
Provides the privacy policy of the app.

CONTACT SUPPORT
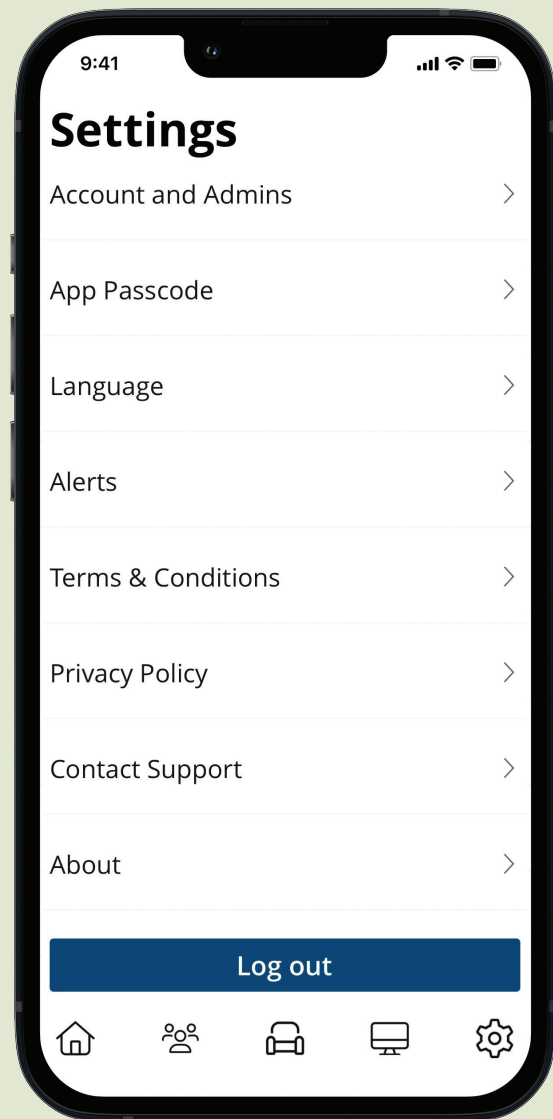Gives you quick access to the Solarus 24/7 Technical Support Team and Online Billing.

ABOUT
Provides a brief summary of what the app does.

LOG OUT
Provides the ability to log out of the app.

9:41

Settings

Account and Admins　　　　　　>

App Passcode　　　　　　　　　>

Language　　　　　　　　　　　>

Alerts　　　　　　　　　　　　>

Terms & Conditions　　　　　　>

Privacy Policy　　　　　　　　>

Contact Support　　　　　　　>

About　　　　　　　　　　　　>

Log out

PARENTAL CONTROL (BASIC)

· Create user profiles
· Set time limits or set up schedules
· Pause or disable Internet access to
  specific profiles or devices

To create a content control profile:

1. From the home screen, select the "People" tab to create a new profile.
2. Enter the name for the profile in the box and select the devices you would like to add to this profile.
3. Select "Done" at the top of the screen.

Once the profile is created you can:

1. Tap "Edit" in the profile and add a picture, if desired.
2. Swipe the Internet access toggle off to pause all devices connected to this profile.
3. Set time limit schedules to turn Internet access off for all devices in a profile during specific times and days.
4. To bring devices back online swipe the toggle back on.
5. Tap "Edit" and "Add" to add more devices to this profile.
6. Tap the red minus icon to remove devices from this profile.
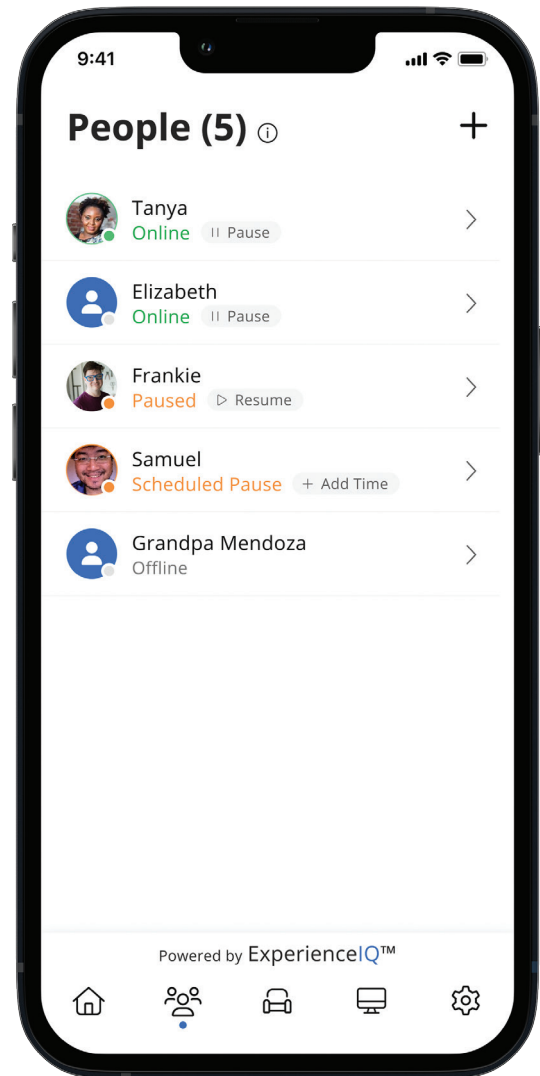
Note: If a device has the MySolarus App, do not add it to a profile, as you may inadvertently cut off your access to these controls. If this happens, switch to mobile data to restart the profile with your app device.

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‹   Save

Add Network

Wireless Network Type

Guest   ⌄

A Guest Network allows your friends and family temporary access to the internet. Guest Networks are isolated and prevent access to any other devices connected to your primary network.

Network Name (SSID)

Network name

Security Type

WPA2-Personal   ⌄

Wi-Fi Password

•••••••••••   ⌄

DURATION

○ Endless

◉ Custom

    Start Date & Time
    Jun 16, 2022   🗓   9:00 PM   🕐

    End Date & Time
    Jun 16, 2022   🗓   9:00 PM   🕐

GUEST NETWORK

Creating a guest Wi-Fi network enhances security by keeping visitors (babysitters, pet sitters, guests, etc.) off your main network, protecting personal devices and data. It also ensures a smoother experience for your guests with easy, controlled access to the Internet.

Tap the "My Network" section from the top of the main menu to create a guest network. Select "Networks." Click the + at the top of the screen. Select Add Network.

In the "Add Network" screen:

1. Set the name of the wireless guest network as you want it to appear for your guests.
2. In the drop-down box, you can choose to set a password for this guest network, which is highly recommended to keep your network safe.
3. This will bring up additional boxes for you to set and confirm your password.
4. If you set this network to endless, it will stay available.
5. The alternative is to set a start and end time for this guest login to be valid.
6. Once you have set the parameters for your guest network, select "Done" at the top of the screen.
7. Press "Done" to complete setup. You have the option to share your new network with your guests via text, email or other messaging service.
8. To edit your guest network, select "My Network" from the home screen. Select "Networks" and select the network you wish to edit or delete.

DEVICE LIST
CREATING AND MANAGING A LIST OF DEVICES IS AS EASY AS 1-2-3.

"Things" allows you to see the devices connected to your network. Tap on a device to see additional details including:

1. Device name
2. Signal strength
3. Internet usage

DEVICE DETAILS
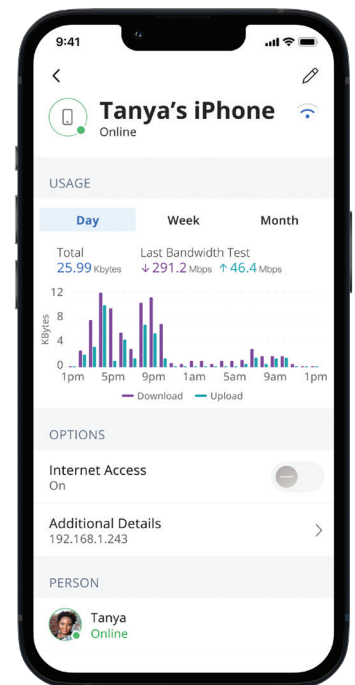## MANAGE ALL YOUR DEVICES.

The device details screen will show the device name at the top of the screen followed by a chart that indicates the amount of data that was used over a period of time.

Tap into the edit function in the upper right corner to rename the device something easier for you to identify.

You can also change the category for this device by selecting the drop-down button found within "Additional Details."

The bottom box shows additional connection details for this device.

By toggling the On/Off button in the Internet access section you can turn Wi-Fi on or off for this device.

NETWORK USAGE
TRACK AND MONITOR DEVICE USAGE.

Network usage is organized by device. From this view, you can see basic information about usage from each Wi-Fi connected device on your network, including:

1. Device identification and whether the device is connected to Wi-Fi.
2. What network device it is connected to.
3. Network usage.
4. The amount of data that has been used by this device.
5. Network usage is updated each time you run a bandwidth test through the app.
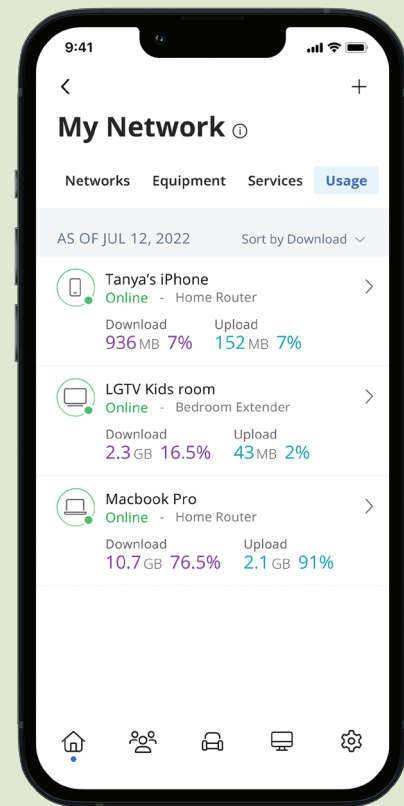
NETWORK MAP

From the dashboard, you can select "My Network." This will show any units connected in your network.

Next, tap into your Wi-Fi network from the "Networks" tab. From here, tap into the "Map" section to view devices connected to your system. You can tap on the "Mesh" icon to get performance information and devices connected at that mesh unit.
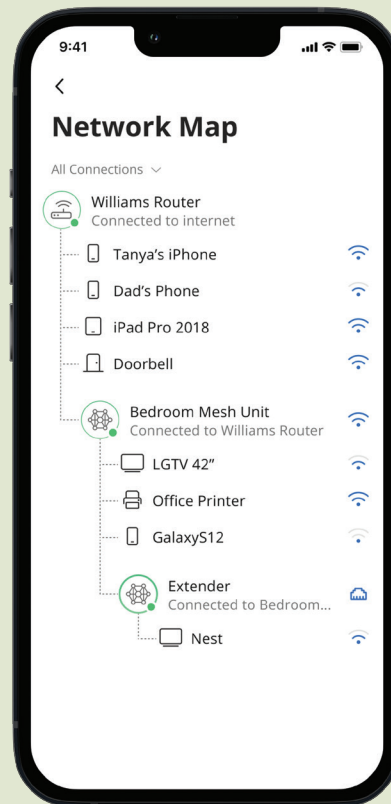
All of our Internet plans include this app functionality.
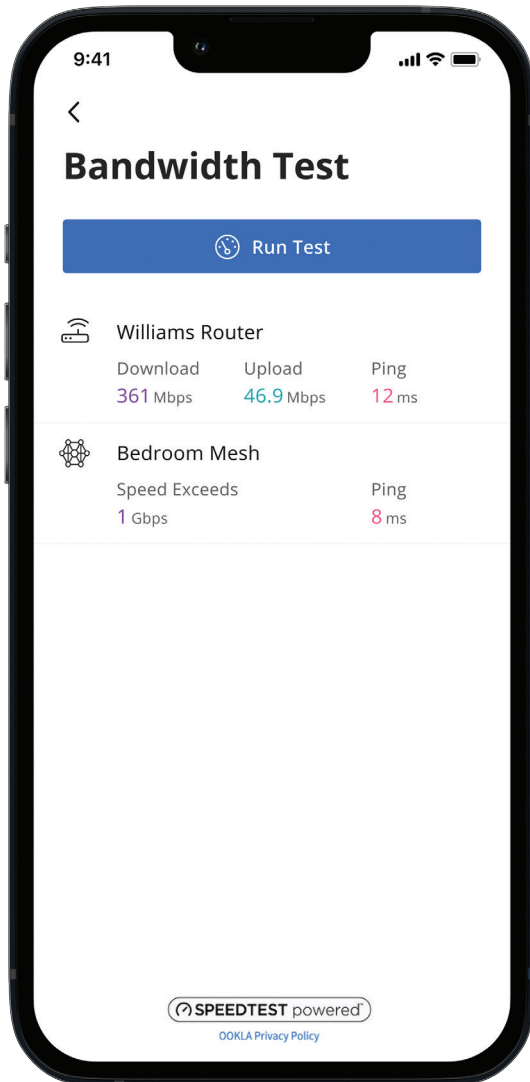
BANDWIDTH TEST
TEST YOUR INTERNET SPEED

The easiest way to run a bandwidth test is by tapping into "My Network" and then "Bandwidth Test" icon. Then simply tap the Run Test button.

The speed test will first run between the GigaSpire BLAST Wi-Fi system and the Internet and then will conduct a speed test between any mesh units and the GigaSpire BLAST. Results will show as a notification and update at this location.

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

📞 888-676-8638   ✉ support@solarus.net

SECURITY
PEACE OF MIND IN THE PALM OF YOUR HAND

If your Internet package includes enhanced network security it is working quietly in the background on your GigaSpire BLAST to provide an extra layer of protection against malicious traffic.

Data coming into your network will be scanned for viruses and other malicious content and you will receive a notification if content was blocked for any reason. This will show as a notification within the Security menu item in your app.

No action is needed when you receive an alert. These threats are automatically blocked from entering your network.

To view your security status, select "My Network" from the dashboard. Select "Networks" and your home network. On the security tab, you will see the last update.

Select "Security" to view the latest results.
You can also select options including:

- "Trusted List" shows items you have selected as trusted in your notifications screen.
- "Skipped Devices" allows you to select devices that will be skipped during security scans.
- "Intrusion Settings" allow you to enable an added layer of protection. Enable both options for the ultimate protection.
- "Additional Details" provides additional information including packets analyzed and the total number of threats detected and blocked.

Note: This is network level protection. We advise you not to remove any device level protection you may have that guard against viruses and malware.
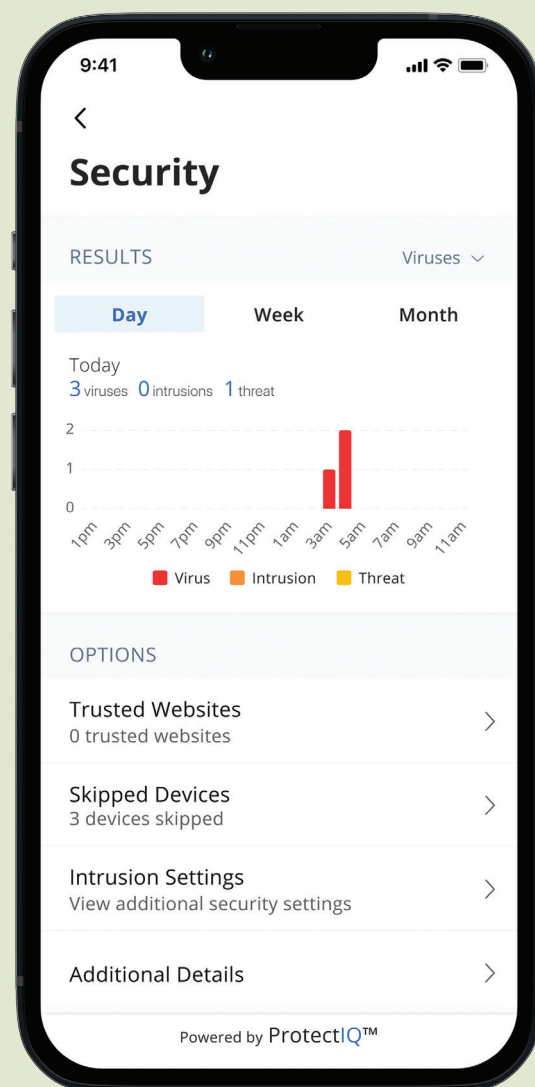
PARENTAL CONTROL (ENHANCED)

· Block content categories
  (ie. violence or pornography)
· Block inappropriate applications
  (ie. Snapchat, TikTok, etc.)
· Set Safe Search and YouTube restrictions
  to ban content from appearing during searches.
· Prioritize application groups or specific devices
  (ie. your work laptop).

RESTRICTIONS
Restrict access to specific content, applications
and websites for a profile you have set up.

SAFE SEARCH
Block harmful or offensive content when
searching Google, Bing and YouTube.

YOUTUBE RESTRICTION
Block all comments on videos which
often include inappropriate language.

CONTENT RESTRICTIONS
Block content by age or specific categories such as violence or pornography.

APPLICATIONS
Block access, approve access or set time limits for specific applications by entering
the name of the application.

WEBSITES
Allow or block specific websites.
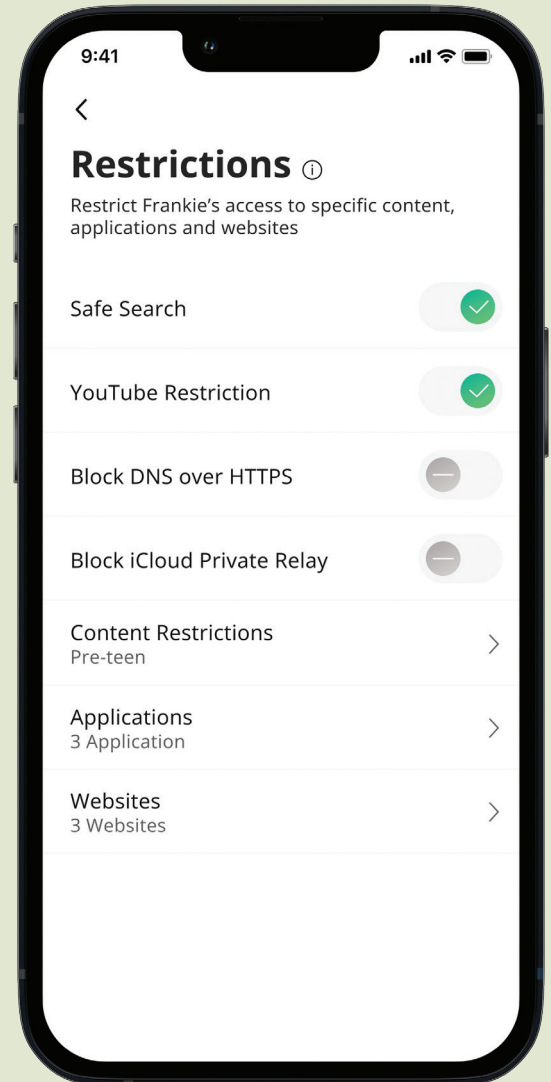
9:41

Restrictions ⓘ
Restrict Frankie's access to specific content,
applications and websites

Safe Search — ✓

YouTube Restriction — ✓

Block DNS over HTTPS — ⊖

Block iCloud Private Relay — ⊖

Content Restrictions
Pre-teen ›

Applications
3 Application ›

Websites
3 Websites ›

Keep in mind, any Parental Controls you set are specific to activity on your home Wi-Fi network.

Start by selecting the "People" tab from the home dashboard and then tapping into the "People" section. Next, create a profile. You'll be able to assign a name to the profile and assign the devices you want attached to this profile.

You can also select the photo icon to add a picture to represent this profile. After selecting "Done" those devices selected are now assigned to the profile you have created. You can remove a device by selecting "Edit," and then selecting the "-" sign next to the device.

If you want to manually pause all devices assigned to this profile, toggle the Internet access button to off.

Select "Time Limits" to set time limits for all devices connected to the profile.

Restrictions allow you to restrict access to specific content, applications and websites and enable Safe Search and YouTube restrictions.
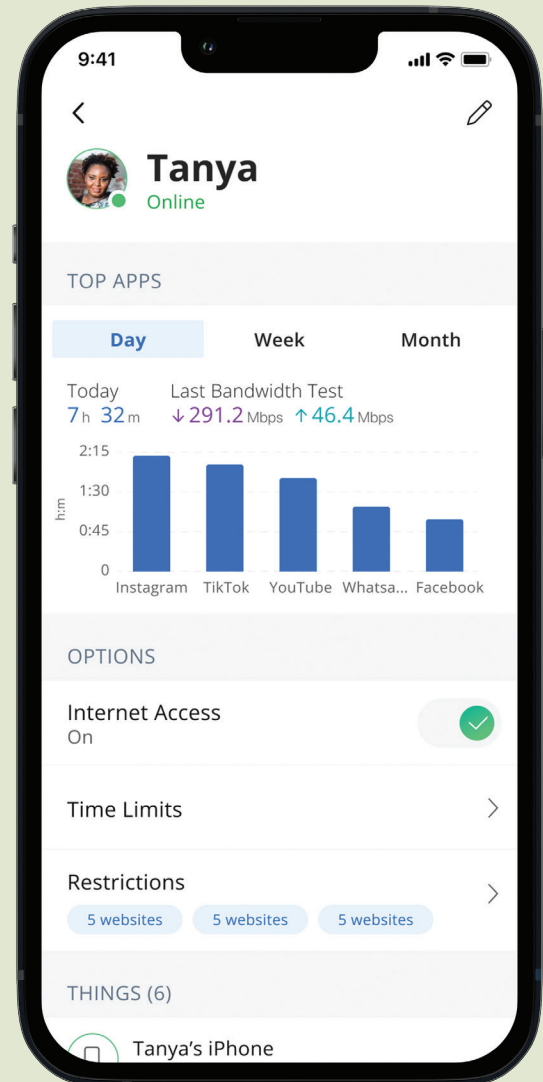
Note: If a device has the MySolarus App, do not add it to a profile, as you may inadvertently cut off your access to these controls. If this happens, switch to mobile data to restart the profile with your app device.
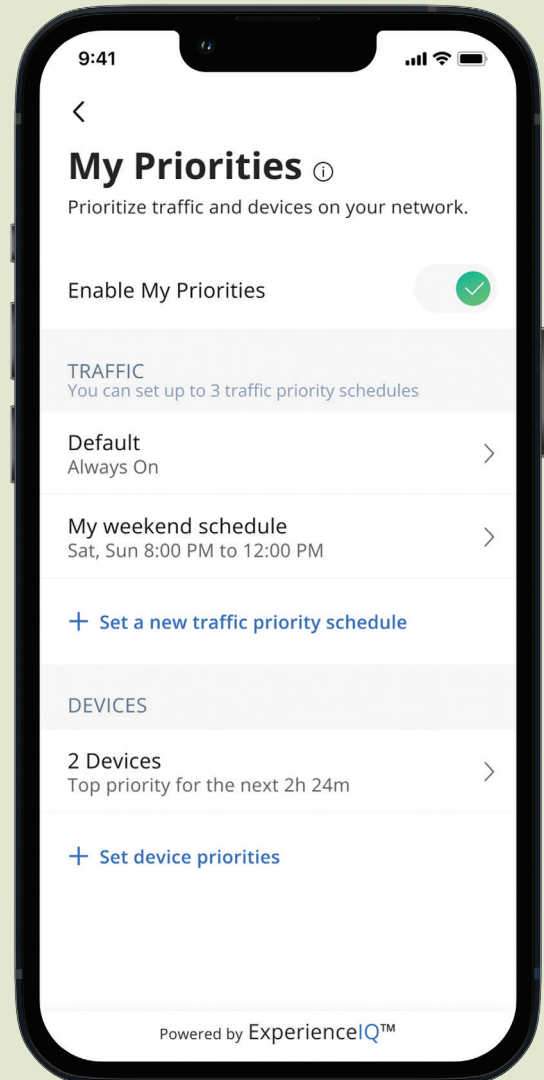
DEVICES & ACTIVITY PRIORITIZATION

From any profile or the "Things" tab, tap into a device to access network priority to view activity and device prioritization settings.

By default, activity priorities on the Wi-Fi network are organized according to a combination of common activities. You can prioritize the activities by ordering them from top to bottom with the most important activities on top. Once set, "My Priorities" will do all the work to prioritize traffic to your activities.

You can schedule an alternative activity list during certain times and days of the week. Up to three different schedules are supported.

Prefer to prioritize by device regardless of what activity those devices are performing? By tapping "Devices" you can select up to five devices to prioritize over all others on your Wi-Fi network. You can even set a timer to reset the priority once the time has expired. For example, if you want to use your Sonos surround sound while you stream Netflix on your smart TV for family movie night, you can set priority to just those devices.

Device priorities can also be made permanent. Device priorities work in conjunction with the activity priorities and share the fastest network traffic queue. This means you get the most bandwidth and lowest latency on the devices and activities you set.


9:41

My Priorities ⓘ
Prioritize traffic and devices on your network.

Enable My Priorities ✓

TRAFFIC
You can set up to 3 traffic priority schedules

Default
Always On

My weekend schedule
Sat, Sun 8:00 PM to 12:00 PM

+ Set a new traffic priority schedule

DEVICES

2 Devices
Top priority for the next 2h 24m

+ Set device priorities

Powered by ExperienceIQ™

ENABLE AND DISABLE APPLICATIONS

When you select the "My Network" tab from the main dashboard and then tap into "Services," you will see a list of applications that are available for download into your MySolarus app.

Select an item and simply follow the instructions to add the functionality.

Conversely, when you select "Disable Application," you will see a list of applications that are currently running on your app that you can disable. Select an item that you would like to disable and simply follow the instructions to remove the functionality.

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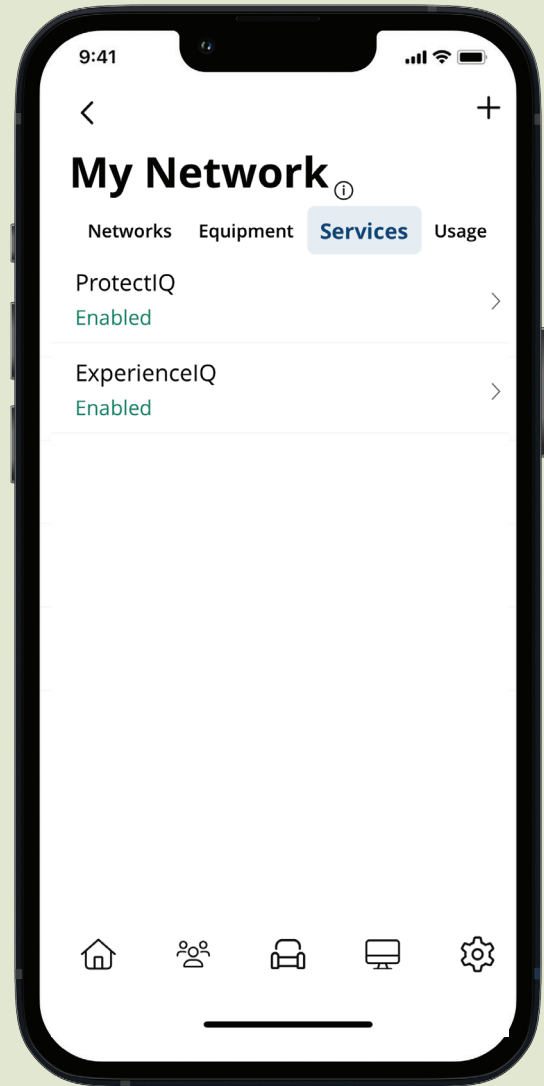
KEEPING YOU CONNECTED IS OUR TOP PRIORITY.

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**