

# Freedom Home Internet & TV

## Starter kit setup guide

1. What's inside your starter kit
2. How to connect your Freedom Home Internet
3. How to get Freedom TV on your devices

Freedom™
mobile • internet • tv

# 1 What's inside your starter kit

### Modem box

The modem brings internet service to your home.



Cable modem



Power adapter



Ethernet cable

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### eero Wi-Fi router box

The router distributes the signal to your wired and wireless devices.




eero router



Power adapter



Ethernet cable

## THREE MORE THINGS YOU'LL NEED

**1 Confirmation email**

Check your email for your activation date and window before setting up, as you may have received your starter kit before your activation date.

**2 10-15 minutes**

And then you're all set for affordable internet!

**3 1 coaxial (coax) cable - *not included***

You may already have one; if not, it's available at most electronic stores. Length depends on the distance between your outlet and modem.



### BEST PLACE FOR YOUR MODEM AND ROUTER(S)

- ✓ Replacing another modem? You may be able to use the same coax outlet and cable.
- ✓ Place your modem and (primary) router in a central location near a coax outlet and cable. There may be multiple coax outlets in your home.
- ✓ If you have more than 1 router, try and keep a direct line of sight between them.
- ✓ Make sure your router is upright, ideally raised on a shelf or table and near an open doorway for an unobstructed signal to the rest of your home.
- ✗ Don't place your modem or router behind or inside an object/furniture - this could cause interference and affect your Wi-Fi-signal strength or cause overheating.

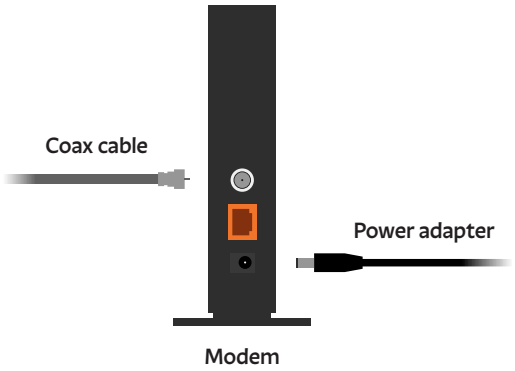
# 2 How to connect your Freedom Home Internet

## Before you start

- **If your home has an existing Wi-Fi network, make note of your network name (SSID)** and password. During eero router setup, use the same network name and password so your devices automatically reconnect to the new Wi-Fi network.
- **Download the eero app** for iOS or Android.
- **Unplug your current modem and/or router(s)**, if applicable.

## Set up your modem

- **Connect your coax cable to the modem.** Your home may be outfitted with a coax outlet or the coax cable might come directly through the wall.
- **Connect the power supply adapter to the modem.** Do not plug it into an electrical outlet yet – you can do this when setting up your eero router.




## Set up your eero Wi-Fi router

- **Open the eero app.** Select **New to eero** and create an eero account using Amazon, or with your email address or phone number. If you already have an eero account, sign in.
- **Follow the instructions provided in the eero app to set up your eero router(s).**

## You're all set up!

**Ordered Freedom TV too?** Keep reading for setup instructions.

**Haven't signed up yet?** Log into My Account to get started.

# 3 How to get Freedom TV on your devices

## Freedom TV app setup

1. **Download the Freedom TV app** for iOS or Android – get it on your phone, TV, and tablet.
2. **Log in** using your Freedom Mobile phone number and PIN.

   **Forgot your PIN or need a new one?**
   Reset or create a PIN by visiting *login.freedommobile.ca*

## Additional Information

- To access the Freedom TV app, you must be subscribed to the service.
- Internet access or cellular data is required – cellular data services may incur additional charges.
- Content you'd like to watch must be available on channels included in your package.
- Want to make changes to your TV package? Log in to My Account.

## Minimum requirements for Freedom TV:

**TV & Streaming Devices**

Apple TV (OS 13+), Roku, Android TV, Chromecast with Google TV, Amazon Fire TV (Fire OS*), Samsung Smart TV (Tizen 6.0+), and LG Smart TV (webOS 5.0+)

*Amazon Fire TV devices running Vega OS are currently not supported.

**iPhone & iPad**

iOS 13+, iPadOS 13+

**Android Phone & Tablet**
OS 8.0+

# Need further assistance?

**Call toll-free 1-877-946-3184**

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