



Apex Threat Defender & Managed WiFi

USER GUIDE & FAQs

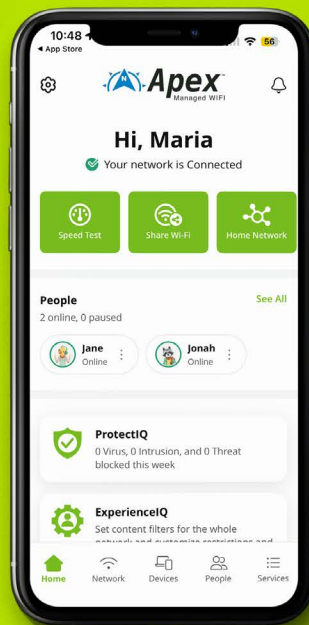
Apex Threat Defender & Managed WIFI

YOUR COMPLETE DIGITAL DEFENSE SOLUTION

Protect every device on your network with Apex Threat Defender. Say goodbye to the worry of viruses, malware, ransomware, intrusions, and other threats. Whether you're working, streaming, gaming, or browsing, Apex Threat Defender ensures you're fully safeguarded, giving you peace of mind 24/7.

PLUS, EXPERIENCE THE BEST IN WIFI CONNECTIVITY:

- **State-of-the-Art WIFI Device** - Delivered, installed and expertly managed by Norvado for seamless performance.
- **Comprehensive Device Coverage** - Full replacement for damaged equipment or tech upgrades, ensuring you're always ahead.
- **Advanced Parental Controls** - Take control of screen time and block harmful websites, creating a safe online environment for your family.
- **Optimized Network Performance.** Prioritize devices for smooth streaming, gaming, and work, ensuring every connection is fast and secure.
- **Mobile App Management** - Easily control and monitor your network on-the-go from our user-friendly app.



Setting Up Your Apex Router & WIFI Network

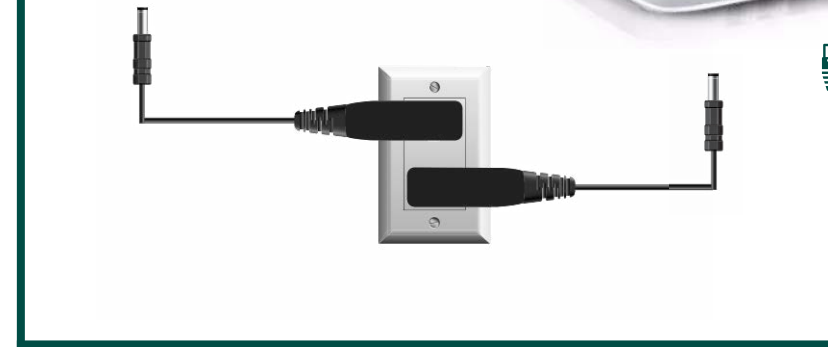
1

Connect your new router to a power outlet.



2

Connect one end of the supplied Ethernet cable to one of the LAN ports found on the back of the internet access device (e.g., modem or ONT) and the other end of the cable to the WAN port on the back of the router.



Ethernet

4m

Boot-up time is approximately 4 minutes.

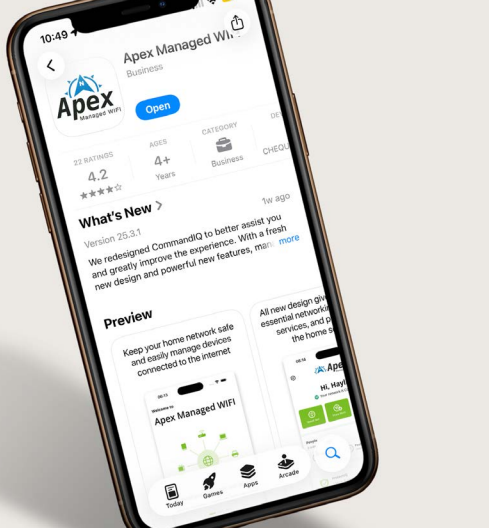


3

The solid blue light indicates SUCCESS! You are connected to your Norvado internet.

4

Continue on to finish setting up your network.



Setting Up your WIFI Network & the Apex App

1. **Download the Apex App.** To find and download the app, open the Apple App Store or the Google Play Store on your mobile device. Search Apex Managed WIFI. Download the correct app.
2. **Once it has downloaded, open the Apex app.** Click the *Let's Get Started* button. On the next screen, click the *Sign Up* link at the bottom of the screen.



3. **Enter the required information to create your account.** The email and password you enter here will be used to access the Apex app.
4. **Scan the QR code on your router.** Point the camera on your mobile phone at the QR code found on the bottom of your Apex router or on the sticker that came in your box (see example shown on the left). The scan may take 15-20 seconds to complete.

Note: Please wait at least 10 minutes after your router has been plugged into power and connected to the internet source before completing this step.



5. **After the scan is complete, you'll be asked if you have an Apex Mesh Extender to connect.** If you do have a mesh extender, click *Next* to connect your Mesh Extender. If you do not have an Apex Mesh Extender, click *I don't have a mesh* to continue.

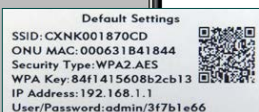
6. **If you are setting up your WIFI network with this Apex router for the first time, you'll need to create an SSID (network name) and WIFI password.**

Note: If you do not want to re-enter the WIFI information on all of your connected devices, use your existing SSID and password from the current router.



It's as easy as that! Your Apex WIFI network is ready to go.

The Apex Threat Defender & Managed WIFI app allows you to manage your home WIFI network. Visit help.norvado.com and search Apex to learn how to use specific features.



Frequently Asked Questions

Where should I place my Apex router?

Ideally, your router should be centrally located at an elevated spot on the main level of your home. It should never be placed in an enclosed cabinet or shelving unit and should always be in an upright position. Improper placement of the router can greatly reduce the connection speed you receive on your WIFI connected devices. The farther away your device is from the router, the weaker the signal will be, which will slow the connection speed.

It may sound complicated, but we make it easy! Professional installation is included with your Apex Threat Defender & Managed WIFI service. When you sign up, a Norvado technician will come to your home and install the router, testing to make sure your WIFI network is optimized for whole-home coverage.

What does the Apex Threat Defender & Managed WIFI router-level firewall protect me from?

The security firewall that is built into your Apex router keeps you and your family safe by protecting all of the devices connected to your network from cyber attacks. This means even the most vulnerable devices, like smart TVs, cameras, thermostats and baby monitors, are safe and secure when they are connected to your WIFI network.

Apex Threat Defender & Managed WIFI also includes malicious website protection, anti-virus, anti-ransomware packet inspection and intrusion detection with 24/7 traffic monitoring that automatically blocks anything that looks suspicious from entering your home network. You'll receive notifications on your Apex app when harmful content is blocked.

What kind of parental controls are included in the Apex Threat Defender & Managed WIFI app?

Apex Threat Defender's enhanced parental controls include a number of useful tools to help you keep your children safe while online. You have the ability to create custom profiles for your children and assign all of their devices to their profile. You can then set content filters for each profile to block inappropriate or harmful content. The Time Limits feature allows you to create healthy screen time habits by turning off the internet to your children's devices during set time windows.

For more information on using enhanced parental controls, visit www.norvado.com or check out the support videos found on our Youtube page.

Fiber Optic Equipment Notice

All Norvado telephone, television and internet subscribers connected via the fiber optic facilities have an Optical Network Terminal (ONT) on the premise. The ONT provides telephone, television, and/or internet service(s) throughout the structure. A Battery Backup System (BBS) and an Uninterruptible Power Supply (UPS) can be purchased and installed to keep services functioning at the ONT during an electrical power outage. The ONT and UPS will typically be located in close proximity to one another. In rare cases, customers use self-supplied alternative energy methods to power the 12VDC ONT instead of a BBS and UPS provided by Norvado.

Norvado subscribers on fiber facilities reliant on 911 services must keep the Battery Backup System (BBS) and Uninterruptible Power Supply (UPS) in mind during electrical power outages. In order to contact emergency services during an electrical power outage, the BBS and UPS must be functioning and powering the Optical Network Terminal (ONT), and a hardwired, non-cordless telephone or WIFI router that doesn't require power, must be used. If you do not need to keep communication lines open during a power outage or do not own a non-cordless telephone or router as previously mentioned, then a BBS may not be needed in your situation.

Norvado sells and will install replacement batteries, along with Battery Backup Systems and/or Uninterruptible Power Supplies (UPS), at the customer's request and expense. Battery testing and replacement are the subscriber's responsibility should he/she wish to continue to have the battery backup feature functioning and powering the telephone, television and/or Internet service(s) in the event of an electrical power failure.

Additional or replacement batteries can be purchased from a battery outlet (i.e. Batteries Plus) and replaced by the subscriber if desired. To do so, the battery type and size will need to be determined by locating the UPS, usually where the fiber line enters the premise and near a power breaker box, and noting the battery specifications that is currently in use. To test the battery in the UPS, unplug the UPS from the A/C outlet. The battery should begin supporting hardwired, non-cordless phones, and television and Internet service(s), if applicable. The UPS may have visual and/or audible alarms to indicate the status and condition of the unit. The Uninterruptible Power Supplies (UPS) and Battery Backup Systems (BBS) provided by Norvado come with manufacturer warranties. The most common manufacturers of Norvado equipment are shown below. The Uninterruptible Power Supplies (UPS) and Battery Backup Systems (BBS) provided by Norvado come with manufacturer warranties. The most common manufacturers of Norvado equipment are:

Cyberpower

- Typically a 3-year warranty
- Support available Monday - Friday (7AM - 6PM CST), 877-297-6937 (press 1)
- Website: www.cyberpowersystems.com

PowerTec Solutions

- Typically a 1-year warranty
- Support: 615-879-3326
- Website: www.powertecsolutions.net

We encourage our subscribers to contact the Norvado support line at 800-250-8927 with any questions regarding warranties. Norvado shall not be liable for any warranty or assisting in warranty processing if the subscriber independently procures and installs their own UPS/BBS and/or replacement battery. For more details regarding fiber facilities, please call the 24/7 support line at 800-250-8927 or visit norvado.com.

Locations

Headquarters (Cable)

43705 US Hwy 63
Cable, WI 54821

Phillips Office

105 N Avon Ave
Phillips, WI 54555

Eagle River Office

118 E Spruce St
Eagle River, WI 54521

Business Hours

Monday - Friday: 8:00 AM - 4:30 PM

Saturday: Closed

Sunday: Closed

Contact Us

Phone: 800-250-8927

Email: info@norvado.com

Website: norvado.com

