



A New Initiative from the SWCA Board

Technology Infrastructure Improvements for Our Community

Technology Infrastructure Program (TIP)—Newsletter #14 (2/28/18)

Resident Installation and Activation Continuing:

With two full weeks of installations behind them, Hotwire now has 152 residents connected to the new Shadow Wood fiber optic network and enjoying their suite of Hotwire services. As we move forward, Hotwire anticipates bringing additional installation crews on board and installing service to approximately 100 homes per week. While there have been a few glitches in the early installations, they have been relatively minor, and Hotwire has responded quickly to correct these issues.

That said, there have been a few common themes that have driven some of the problems and we want to share a few suggestions to make your individual installation go as smoothly as possible.

1. Before the Hotwire installer even arrives at your home, you should make your own notes of things you want done or questions you might have. This should have been done when you had your services consultation with the Hotwire Residential Sales Specialists. But please refresh your memory.
2. When the Hotwire installer arrives, take a few minutes to review with them exactly what you think is to be done; number of Set Top Boxes—STBs to be installed (hard-wired/wireless), best location for your new router for optimal coverage across your home (connection to your already existing router if that is planned), location where the Optical Network Terminal (ONT) and other peripheral equipment is to be located (where?, how mounted?, is power supply (outlet) nearby?, etc.).
3. If you have a question about how something is being done (even if you just don't like the way it looks or where/how something is located) please discuss it with the installer. They may be able to address your concern while they are there.
4. Make a list of all the various devices that will use your new Hotwire service (TV and Internet) so that each can be verified to be working correctly by the installation tech before they leave. Your list might include: TVs (both those using STBs and those using "plug n play"), your computer (is it connecting to the router?), any wireless devices (phones, tablets [iPad, Kindle, Galaxy Note, etc.], printers and other computer peripherals, internet-based home automation devices [Amazon Alexa, Google Home, thermostats, light switches, doorbells, wall outlets, garage door openers, Amazon "Dash" buttons], etc.). If you are like most people, you will have many more of these items than you realize, so give this some time and think through all the "techie" things that you use. Make sure that the installation tech confirms that all these devices are working before they leave.

5. Ask the Hotwire installer to make sure they “Duplicate Your Current Router Settings” (i.e., clone your SSID and Wi-Fi password). This will go a long way to ensure that all your wireless devices connect to the new network and work correctly with all your current passwords intact.
6. If you choose to have Hotwire provide their phone service, test the phones to make sure that they successfully place and receive calls.
7. Make sure that the installation tech demonstrates the basic operation of the system before they leave.
8. Make sure that you schedule a separate session with a Hotwire “Educator” to provide you with a more in-depth review of your new system and its operation and control.
9. If you have any questions or concerns after your installation is complete, you can either call the Hotwire Launch Department at (239) 217-3262 or contact the Shadow Wood Launch Team via email at ShadowWoodQA@hotwirecommunication.com.

If You Have Not Scheduled Your Services Consultation:

You **must** have a new services consultation completed before Hotwire can install your services. If you have not yet scheduled your consultation, please [click here](#) to find out what you need to do.

If You Have Not Scheduled Your Service Installation/Activation:

All neighborhoods within Shadow Wood will be released for installation by March 12th. If you have not already received a notice alerting your neighborhood that installation is available, watch for it as it will be coming from the SWCA Administrative Office. Remember, you can sign up for an installation date for your new service **only if** you have had your services consultation. If your neighborhood has been released for installation and you have not gotten your installation date established, you should contact the Hotwire Launch Department at (239) 217-3262. Installations are scheduled primarily on a first-come basis. Installations are currently being scheduled for the mid-April time frame.

Having Problems Locating Your New Hotwire Equipment Near A Power Outlet?

There have been a few instances, due to the layout of the home (primarily in condo units), where (if located near where the fiber feed lines come into the unit) the basic Hotwire interface equipment (ONT, battery backup, etc.) has had to be installed in a location where there was no readily available electrical outlet. If this is the case, there are three potential solutions to this problem.

1. “Invisi-fiber” may be used to extend the fiber feed lines to a different location in the home which is near an existing electrical outlet and is a location that is acceptable to the homeowner. Invisi-fiber is a small fiber wire that can be run along the top of a baseboard and/or around a door opening and is essentially invisible to the eye. It passes the fiber signal from the main supply line into the home on to the ONT at its desired alternate location. Hotwire will use this technique to locate their basic interface equipment to a less conspicuous location near an existing outlet at no additional cost to the homeowner.
2. Alternately, Hotwire will install what is called a “Power Pass” which is essentially a new power supply cable connected to an existing wall location (outlet or switch). This approach does have its limitations as there needs to be a power supply nearby that can be accessed by routing wiring through existing stud cavities in the wall. Hotwire will install a Power Pass at their expense.

3. Install a new electrical outlet. If this is the case, it is up to the individual homeowner, at their own expense, to have one installed. We have made arrangements with an electrical contractor (Dwight Elam, LLC) to do this work for you if you do not have your own electrician. The cost for a “basic outlet installation” is \$100. This covers the trip to your home and the first hour’s work. For many cases, this is sufficient to get a new outlet installed. If there is more involved, or if you want additional work performed, it will be quoted on a time and materials basis. If there are several neighbors that need work done, then there is some potential for additional cost savings if the work can be scheduled to be accomplished during the same trip to Shadow Wood. If you want to use this service, this will be an arrangement between you and Mr. Elam; his contact information is:

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