



Phone Number: 530-324-2322

Email: info@tsunami-wireless.com

Website: tsunami-wireless.com

Billing Portal Website: www.billing.tsunami-wireless.com

Welcome to Tsunami-Wireless!

Frequently Asked Questions:

How to Lower Data Consumption?

STREAMING:

HULU:

(An hour of watching video on Hulu at the highest quality can use up to 1 gigabyte of data)

Q: How do I change my Hulu screen settings from auto to manual to help conserve my data plan?

A: www.help.hulu.com

On your computer or Android device, select the "Settings Gear Icon" > The option to adjust quality settings will pop up (Low, Medium, High, Auto) > Select your desired option

(Note: iOS (APPLE) devices auto-detect speed and cannot be changed)

NETFLIX:

(An hour of watching video on Netflix at the highest quality can use up to 3 gigabytes of data)

Q: How do I change my Netflix setting from 1080i to 720p to help conserve my data plan?

A: www.help.netflix.com

Sign in to netflix.com > Select your profile > Select Account > Under My Profile, select Playback Settings > Under Data Usage, select an option > Select Save.

(Note: Data usage settings cannot be adjusted from a Kids profile)

Launch the Netflix app on your device > Tap on More from the menu > Tap on App Settings > Tap on Video Quality > Tap on Streaming Quality and/or Download Quality to change the respective video qualities.

*(NOTE: Must be done on **ALL** devices used)*



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AMAZON PRIME VIDEO:

(An hour of watching video on Amazon Prime Video at the highest quality can use up to 6 gigabytes of data)

Q: How do I change my Amazon Prime Video settings to help conserve my data plan?

A: Launch the Prime Video app on your device > Tap on Settings from the menu/MyStuff> Tap on Streaming & Downloading > Tap on Streaming Quality and/or Download Quality to change the respective video qualities.

*(NOTE: Must be done on **ALL** devices used)*

YOUTUBE:

(An hour of watching video on YouTube at the highest quality can use up to 3 gigabytes of data)

Q: How do I change my YouTube settings to help conserve my data plan?

A:

Mobile device:

In the video player, select More > Tap Quality > Select your preferred video quality.

Computer:

In the video player, select Settings > Click Quality > Select your preferred video quality.

TV:

In the video player, select More options > Click Quality > Select your preferred video quality.

AUTOMATIC UPDATES / BACKUPS:

Q: How do I set my Google automatic updates to not update over wifi and use extra data?

A: www.support.google.com

Q: How do I turn off the automatic download settings on my PS4?

A: Under PS4 settings menu - System> Automatic downloads> System software update files

Q: How do I turn off the automatic download settings on my Xbox One?

A: Under Xbox settings menu - Power mode & Startup> Automatically download updates and purchases

Q: How do I turn off the automatic backup settings on my iCloud Account (iOS APPLE DEVICES)?

A: Open the Settings app on your device and go to Apple ID > iCloud > Tap on the Backup settings cell > turn the iCloud Backup switch to the off position.



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Technical Support

Tsunami-Wireless provides technical support when you're unable to address a problem successfully on your own.

Unfortunately, we are unable to provide support for third-party services such as Netflix, Xbox, Hulu, etc. With so many third-party providers on the market, there is no way we can know every service's specifications and functionality. If your internet service is working correctly, you will need to contact the third-party vendor's tech support directly.

We do not offer computer support or IT services such as virus or spyware removal, PC tune ups, software installation, or other similar services. For computer issues, we recommend that you find a computer support shop that specializes in these services.

Although we do our best to respond to your service requests quickly, sometimes we do get booked up for a few days. We appreciate your patience.

If your Internet isn't working, keeps dropping or is slower than expected there are a few simple fixes you can try.

If trying to connect to your in-home WiFi network make sure you're using the correct network name and password.

Make sure the equipment cables are plugged in all the way in the appropriate ports, the equipment is powered on, and the wall outlets are working.

Router:



PoE:





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Reboot your equipment:

PoE:

Unplug your PoE from the power by pulling the power cord from the back of the PoE.

If you have a router, unplug the power from your router by disconnecting the power cord from the back of the router.

Plug the power back into your PoE and wait 30 seconds.

If you have a router, plug the power back into your router and wait 30 seconds.

Check your Internet connection by opening a new web browser window.



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How to Troubleshoot Router?

If you are using your own router, you will need to contact the manufacturer's tech support for any problems, as we cannot provide support for all the various models.

Netgear : www.netgear.com/support/

Linksys : www.linksys.com/us/support/

Asus : www.asus.com/support/

Cisco : www.cisco.com/c/en/us/support/routers/index.html

D-link : www.support.dlink.com/index.aspx

TP-link : www.tp-link.com/us/support/

(Tsunami-Wireless will troubleshoot router in person with service fee. No charge if router is rented from Tsunami-Wireless)

Changing Router Channel

1. Log in to WiFi.
2. Type 192.168.1.1 or 192.168.0.1 in your browser.
3. Enter admin info: **username: admin**
password: admin or tsunami
4. Go to advanced wireless settings.
5. Find channel drop down menu.
6. Change channel to 1 and click save.
7. Wait for WiFi to drop and come back on.
8. Make sure you are logged in to correct WiFi.
9. Go to www.speakeasy.net/speedtest, select San Jose as the city, and run a speed test.
10. Test results should show around 6.5 mb/s download and 1.5 mb/s upload. If not, repeat steps 6-10 with channel 2.
11. Repeat until speed test shows around 6.5 mb/s download and 1.5 mb/s upload.
12. When channel is found, save changes and log out.