



NEWS & UPDATES

NEW WI-FI INTERNET & STREAMING TV:

Please see the latest updates regarding the installation and schedule for Fire Dog internet & streaming TV.



Aside from some minor hiccups, the installation has gone smoothly the first couple of days. Below is the project specific information, Q&A based on some of your questions, and a tentative installation schedule by tower and unit.

Project Timeline - Individual Units Access Needed

- **Beginning Tuesday, November 4, 2025, crews will start on the 23rd floor of Tower 2, working their way down the building.**

- Crews will be escorted by Security.
- Crews will need access to every unit to mount a compact Wi-Fi access point (typically near living area), verify signal, and enable FDTV+.
- Typical in-unit time: 30–60 minutes, depending on the unit size.
- Tower 1 is projected to begin on Monday, November 24, 2025.
- **A PRELIMINARY INSTALLATION SCHEDULE, BY UNIT, FOR TOWER 1 AND TOWER 2 ARE AVAILABLE BY CLICKING THE BUTTONS BELOW. PLEASE NOTE THAT THIS SCHEDULE IS BARRING ANY UNFORESEEN CIRCUMSTANCE OR DELAYS. THE SCHEDULE WILL BE UPDATED AND POSTED IN THE "SHARED DOCUMENTS" FOLDER IN YOUR APPFOLIO OWNER PORTAL UNDER "FIRE DOG INSTALLATION SCHEDULE"**
- **IT IS EXTREMELY IMPORTANT THAT ACCESS BE PROVIDED TO EACH UNIT IN ORDER TO ENSURE THAT YOUR INTERNET AND TV SERVICES ARE NOT INTERRUPTED.**

Work Hours, Conduct, and Safety

- Standard hours: Mon–Fri, 9:00 AM–5:00 PM; weekends/evenings only by prior approval.
- Quiet hours respected; no loud tools before 9:00 AM.
- Technicians wear branded uniforms; all are background-checked.
- OSHA-compliant PPE; clean-as-we-go policy; no debris left in corridors or units.
- Pet/Do-Not-Disturb protocols observed; if access is denied, we'll tag for reschedule.

Internet/Passwords/Device Setup

- In unit speeds will be close to 1,000 Mbps (1 Gig). The current provider contract was for only 50-100 Mbps.
- The property wide guest network (SSID) will be "Majestic Beach Resort". The password will be the support phone number "8502600002".
- Additionally, each unit will have a unit specific SSID which will be your tower and unit number (T1-210, T2-1011, etc). This unit specific SSID will be for your unit specific devices (thermostats, door locks, ring cameras, printers, etc.). This SSID will also have a unique password. When connecting your devices to you unit specific SSID, please contact the 24/7/365 support at (850)260-0002. For you unit specific SSID password, please call Fire Dog Support or email pauls@rcamflorida.com

Streaming TV/Movie/Platforms

- FDTV+ offers over 200 TV, Movie, and Music channels, including local channels, sports, HBO, and much more.
- Additionally, you or your guests will have access to log into their personal Netflix, Hulu, Disney plus, Amazon Prime, etc. accounts.
- For smart TVs the service will be provided through an app on the TV. For non-smart TVs the service will be provided through a Roku stick plugged into the TV.
- By clicking on the "Steaming & Instructions" button below you will be able to access the channel line up and instructions.

Support, SLAs & Escalation

- 24/7 NOC Monitoring with proactive alerts.
- Help Desk 24/7/365 at 850-260-0002
- Standard response targets: Critical within 2 hours, Major within 4 hours, Minor by next business day.

TOWER 2 INSTALL SCHEDULE

TOWER 1 INSTALL SCHEDULE

STREAMING & INSTRUCTIONS

Questions & Answers

Q: When will the crews install service in my unit?

A: By clicking the "Tower Install Schedule" above for Tower 1 or Tower 2, you will be able to see the tentative date for install on my unit. Please keep in mind this schedule can, and probably will, change based on unforeseen delays. We will provide an updated schedule in your AppFolio Owner Portal. Simply login to your owner portal, click on "Shared Documents" tab, then click on the "Fire Dog Installation" folder. **IMPORTANT NOTE:**

Owner Services must have an up to date code for your unit in order to setup the new service. Please email Owner Services at majestic.os@rcamflorida.com with the up to date code. Please do not reply to this email with a code.

Q: Can the installation be scheduled while I am in town?

A: The target for complete unit installation in both Tower 1 and Tower 2 is January 1st. As you can see by the installation schedule, that will be a tight schedule.

Unfortunately, if the technicians were to bounce from one building or unit to another, back and forth, in order to accommodate everyone's preferred date, it would push the overall schedule out further and further.

Q: How is the TV streaming service installed on my TV?

A: Smart TV: If you have a smart tv, the service will be provided through an app. When you turn on your tv, you will see the FDTV app which will have over 200 local, entertainment, movie, and music channels available. You will also see other available app options, such as Netflix, Hulu, YouTube, Apple TV, and more. This will allow you or your guests to sign in to their personal account favorites. We are aware that the FDTV app does not have the channel guide. Fire Dog is working on that and has committed to having the channel guide updated on the app by the January 1st deadline.

A: Non-Smart TV: If you have a non-smart tv, service will be provided through a Roku stick plugged into one of you HDMI ports on the back of the tv. Through the Roku stick you will receive the same package provided through the

app. Keep in mind, if a guest takes the Roku stick, they will not be able to use it on their own tv, but it will also mean that your unit tv will also not have service, which is the advantage for the smart tv.

Q: Where will the internet device be installed in my unit?

A: The new internet device will be installed in the same location as the current IPacket device, in the kitchen/bar area. Please note that the old device was round, while the new device is rectangular. This will leave a small area around the new device in which drywall spackle may be required along with a little paint touch up. If you or your rental company are not able to touch this up, please email majestic.os@rcamflorida.com and our team can assist. Please keep in mind you will have to provide the touch up paint.

Q: What happens with the old Comcast or IPacket devices?

A: As Fire Dog installs the new equipment, Security is bagging up the Comcast and IPacket devices and pulling them from the unit. If you have a personal account with Comcast for upgraded options, you will be responsible for returning any device related to the upgraded service.

Q: How do my guests connect to the Wi-Fi?

A: The general, property wide, SSID is "Majestic Beach Resort". The property wide password is "8502600002". That is also the Fire Dog Support phone number.

Q: How do I connect my devices to the Wi-Fi?

A: This is where it will require some work from you the homeowner or your management company in regards to your personal devices (smart thermostats, ring cameras, door locks, etc.) that need wi-fi access. Each unit will have a private SSID, which is identified by your unit number. For example, the SSID for Tower 1 unit 1011 will be "T1-1011". The SSID for Tower 2 unit 302 will be "T2-302". The password is unique for each individual unit. To get your unit specific password, please contact Fire Dog Support at (850)260-0002 or email pauls@rcamflorida.com.

Q: My device is set up through an app on my phone or tablet and I believe it will require me to be near the device in the unit in order to update the SSID and password on my device (smart thermostat, ring cameras, door locks, etc.). How am I supposed to update the device when I am not there?

A: This is where it will require some added work, and yes possible inconvenience, on you the owner or your rental management company. There are a few options that may work depending on your device and brand.

Option 1: Most devices are designed to search for a specific network SSID and password in order to sync to the Wi-Fi. When you setup your unit device (door lock, etc.), you set it to search for a specific SSID and password so that it would sync with the current IPacket Wi-Fi. For example the SSID for Tower 1 unit 303 would be "MA0303". The SSID for Tower 2 unit 1011 would be "MB1011". The general password for the current IPacket Wi-Fi is "8779121550". If you contact Fire Dog Support at

(850)260-0002 and ask them to change your new unit specific SSID and password to match the current IPacket SSID and password for your unit, then when the new Fire Dog Wi-Fi is set up in your unit, your device "should" automatically search for and connect to the new Wi-Fi. This all depends on the brand and type of device, so it is not a guarantee for all devices.

Option 2: If you have a rental management company, housekeeper or maintenance person that takes care of your unit, you can ask them to download the app on their phone and then provide them with your credentials in order to update the device to the new SSID and password. Once they have completed the update and confirmed the device is synced to the new Wi-Fi, you can then change your credentials through your device app.

Option 3: If option 1 or 2 does not work for your device and it requires that your phone or tablet with the app be near the device to sync to the new Wi-Fi, then yes you may have to physically be here to update your devices, if all else fails.

Q: What are the hours for Fire Dog Support?

A: Fire Dog Support can reach 24/7/365 at (850)260-0002. The support staff is trained on general service related support. Software or Network related issues may need to be escalated to an engineer at which time a ticket will be created. Standard response times are with 2 hours for Critical issues, with 4 hours for Major issues, no later than the next business day for Minor issues.

We completely understand that this is a major change and will create some possible short-term inconveniences. However, for the upgrade in services and savings for the Association overall, it will be well worth it.

As always, should you have any questions do not hesitate to contact the Association Office at (850)563-1017.

Sincerely,

Paul Shamblin, CMCA, AMS
Director of Association Operations
Majestic Beach Resort Community Association, Inc.



RCAM Florida | 495 Richard Jackson Blvd. | Panama City Beach, FL 32407 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!