execulink
TELECOM

READ ME FIRST!

QUICK CONNECT GUIDE

HOW TO SET UP YOUR
FIBRE INTERNET
ONT & PREMIUM ROUTER

WI-FI PASSWORD:

Your new Wi-Fi Password is the last 8 digits of the number shown beside "FSAN" on the box sticker. You can also update your Wi-Fi credentials on MyExeculink.

NEED HELP? Visit us at execulink.ca/support
For Wi-Fi troubleshooting try our app, Execulink Helps.

STEP 1: DOUBLE CHECK

Make sure you have the following components in your High Speed Internet package.

Optical Network Terminal (ONT) & Power Adapter There are a variety of ONTs with minor differences in setup. The technician will pre-connect the ONT to the fibre going outside your home.	
Premium Wi-Fi Router & Power Adapter	
Ethernet Cables (x2) Colours may not be exactly as shown.	

STEP 2: CONNECT ROUTER & ONT

1. Make sure all equipment is unplugged.
2. Connect one end of the Ethernet cable to the Ethernet 1 or LAN 1 port on the ONT (port is different depending on the ONT model).
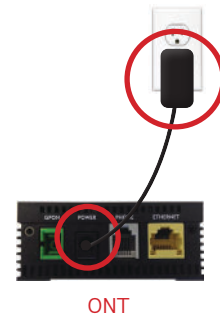3. Connect the other end of the Ethernet cable to the WAN port on the router.

Router   ONT

OR
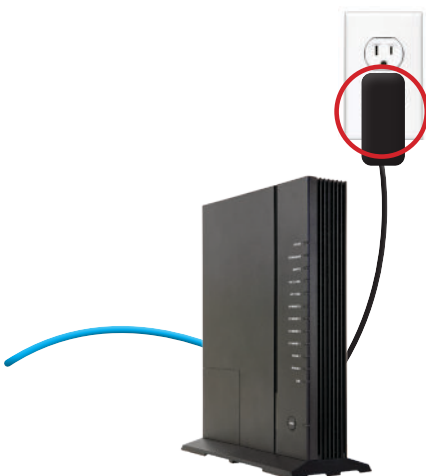
Router   ONT

STEP 3: POWER UP ONT

Plug in the ONT's power adapter into the Power port, and the other end into a wall outlet. Ensure the pins in the power cable line up to the port or damage could occur.

ONT

STEP 4: POWER UP THE ROUTER

Plug in the router's power adapter and push the ON/OFF switch to ON and allow the router to boot up.


STEP 5: FINAL SETUP

1. Plug in the router's power adapter and push the ON/OFF switch to ON and allow the router to boot up.
2. After *4 minutes the following lights should be lit **green** on the front panel of the router:

- Power (on)
- Service (on)
- WiFi lights (on)

*Please note that in some instances, on first boot up it can take up to 30 minutes for the router to fully initialize.

To customize your wireless settings including password, network names and more, visit execulink.ca/myexeculink.
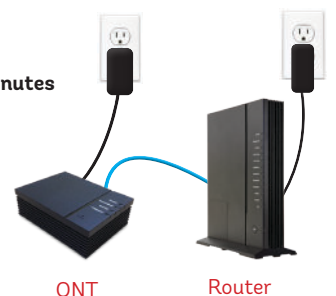
ONT   Router

NEED HELP?

CALL 1.877.393.2854
VISIT SUPPORT.EXECULINK.CA

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QUICK CONNECT GUIDE

How to set up your
FIBRE VOIP PHONE

Only complete these steps after establishing an Internet connection and after your Phone service has been activated. Your activation date is provided by an Execulink representative.

**NEED HELP? Visit us at execulink.ca/support
Or call us 24/7 at 1.877.393.2854**

STEP 1: CHECK HARDWARE

Make sure you have the following components in your Fibre Phone package.

Optical Network Terminal (ONT) & Power Adapter

There are a variety of ONTs with minor differences in setup. The technician will pre-connect the ONT to the fibre going outside your home.

Telephone Cable

STEP 2: CONNECT PHONE

1. Plug a telephone cable directly into the "Phone 1" port on the ONT, and the other end into your home phone.

2. Make sure your phone is turned on and plugged in to a power source.

ONT

STEP 3: TEST YOUR PHONE

1. Pick up your phone and check for a dial tone and make an outgoing call to test.

2. a) If you are keeping your phone number, call our Customer Care team at 1-877-393-2854 to port your number.

   b) If you are using a new phone number, congratulations— your new phone is ready for use!

ONT

FINAL INTERNET & PHONE SETUP:

Phone   ONT   Router