

QUICK CONNECT GUIDE

How to set up your CABLE INTERNET

Your WI-FI PASSWORD is the last 9 characters of the SERIAL NUMBER (S/N) (does not include dashes) found on the BOTTOM of the router. All lowercase.

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

STEP 2: CONNECT THE COAXIAL CABLE

1. Make sure all equipment is unplugged.
2. Connect the coaxial cable to the coaxial port on the back of the modem and turn the screw on the end of the cable until it is tightly connected.
3. If not already done so, connect the other end of the coaxial cable to a wall outlet. Again, thread the screw on the end of the cable until it is tight.

Your coaxial cable may already be connected to your outlet depending on your setup.



STEP 4: POWER UP MODEM

Plug in the power adapter to the modem and the other end into the wall socket. The modem's power light should turn on.



STEP 1: CHECK HARDWARE

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

High Speed Router
& Power Adapter

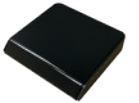


High Speed Modem
& Power Adapter

NOTE: You will have one of the modems shown here, each with a similar setup. For simplicity, we will only show 1 modem type throughout the guide.



Hitron CODA-45



Sercomm DM1000



Technicolor TC4400



Power Cord

Ethernet Cables (x2)

Colours may not be exactly as shown.



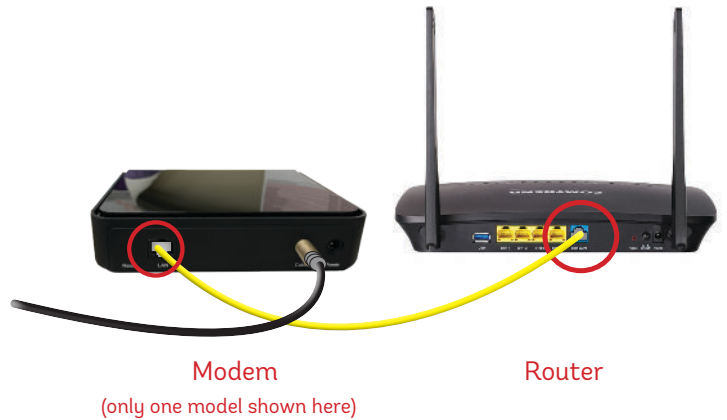
Coaxial Cable

Included with new installations.



STEP 3: CONNECT THE MODEM & ROUTER

1. Place your router within reach of the modem.
2. Connect one end of an Ethernet cable to the WAN port on the router and the other end to the LAN or Ethernet port on the back of the cable modem.

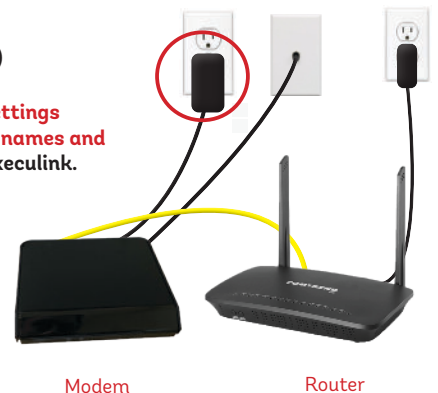


Note: If your modem has 2 Ethernet ports, you must connect to the LAN1 Ethernet port.

STEP 5: POWER UP ROUTER

1. Plug in the router's power adapter and wait up to five minutes.
2. After five minutes the following lights should be lit green on the front panel of the router:
 - Power (on)
 - WIFI (on or blinking)
 - Internet (on or blinking)

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



See back for Phone instructions.

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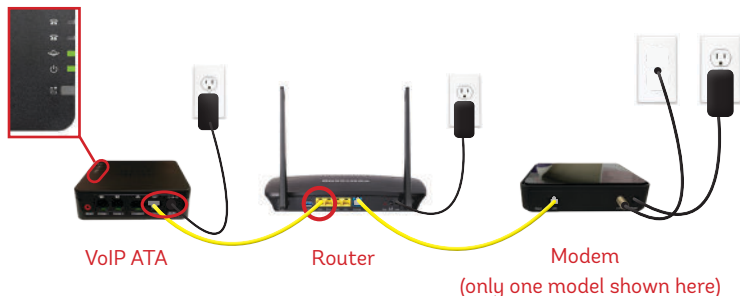
How to set up your CABLE VOIP PHONE

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.

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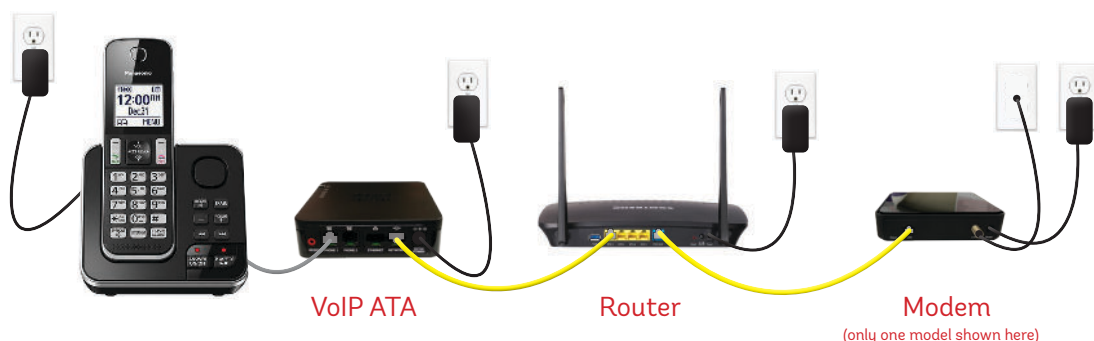
STEP 2: CONNECT PHONE

1. Plug a supplied Ethernet cable into the yellow ETH1 port of the router.
2. Plug the other end of the cable into the Network or Internet port of the VoIP ATA.
3. Plug in the ATA's power adapter into the back of the ATA and the other end into a wall outlet.
4. Check to ensure the ETH1 light on the router has turned on and that the power and Internet lights on the VoIP ATA are also lighting up green. The Internet light (looks like a planet) should be flashing.



Please note: It can take up to 10 minutes to sync these devices.

FINAL INTERNET & PHONE SETUP:



STEP 1: CHECK HARDWARE

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

VoIP ATA & Power Adapter



Ethernet & Telephone Cable



STEP 3: TEST YOUR PHONE

1. Plug your telephone cord into the Phone 1 port on the back of the ATA and the other end into your phone.
2. If you use a cordless telephone, please ensure the cordless base station's power adapter is also plugged into a working electrical outlet.
3. The phone indicator light on top of the ATA should be lighting up green. Pick up your phone and check for a dial tone and make an outgoing call to test.
4. a) If you are keeping your phone number, call our Customer Care team at 1-877-393-2854 to port your number. **If there is no answer**, please leave a voicemail message with your name, phone number and tell us if the ATA is connected. An Execulink representative will call you back within 1 business day at which point your phone will be fully operational.
b) If you are using a new phone number, congratulations— your new phone is ready for use!

