execulink TELECOM

READ ME FIRST!

QUICK CONNECT GUIDE

How to set up your
WIRELESS INTERNET
POE & PREMIUM WI-FI 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 required components before proceeding.

|	
Premium Wi-Fi Router & Power Adapter	
Ethernet Cable (x2)	
The POE (Power over Ethernet) device will have already been installed by your Execulink technician.	

STEP 2: SET UP THE POE

Please note: If your router was available at the time of install, your Execulink technician might have already completed the setup of your router for you.

1. Connect the Ethernet cable from the wireless install to the Ethernet port labeled "Data + Power" on the POE.
2. Make sure the POE power supply is plugged into the wall.

POE

STEP 3: SET UP THE ROUTER

1. Connect one end of the supplied Ethernet cable to the Ethernet port labeled "Data" on the POE.
2. Connect the other end of the Ethernet cable to the Ethernet port on the router which is usually labelled "WAN/Internet."
3. Plug in the router's power adapter and push the ON/OFF switch to ON and allow the router to boot up.
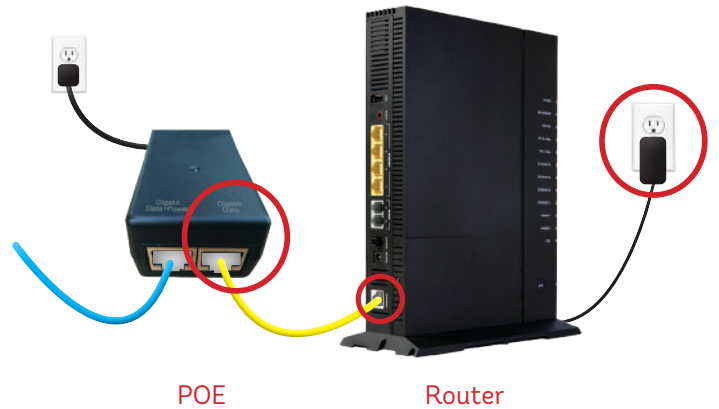
POE   Router

STEP 4: CHECK FOR CONNECTIVITY

After four minutes* the following lights should be lit **green** on the front panel of the router:

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

*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.

POE   Router

NEED HELP?
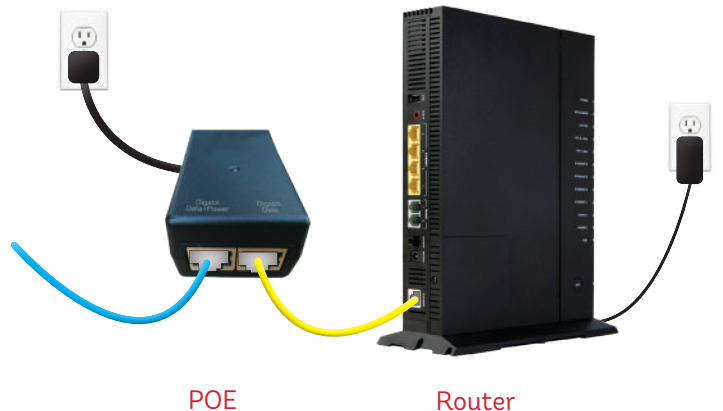
execulink
T E L E C O M

QUICK CONNECT GUIDE

How to set up your
WIRELESS VOIP PHONE

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 Wireless Phone package.

VOIP ATA & Power Adapter

NOTE: You will have one of either two types of ATAs with minor differences in setup.

Ethernet Cable

STEP 2: SET UP THE ATA

Plug the supplied Ethernet cable into the LAN1/ETH1 port of the router and the other end into the Network or Internet port of the VoIP ATA (depending on which ATA you were provided).
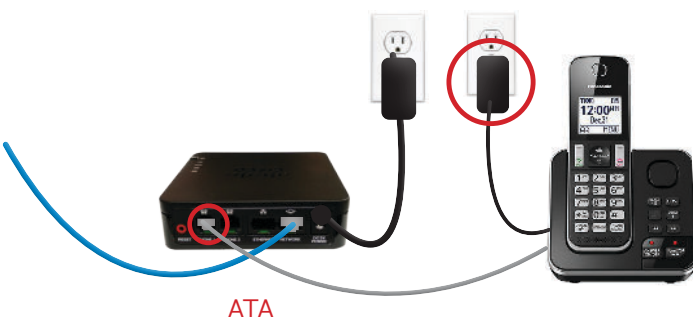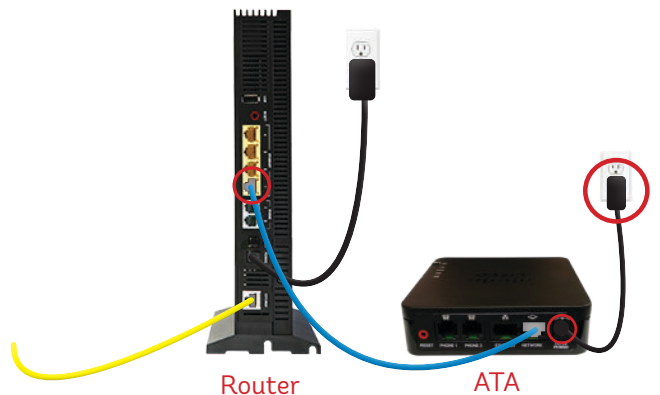

Router   ATA

STEP 3: POWER UP THE ATA

1. Plug in the power adapter of the VoIP ATA.
2. Check to ensure the LAN1X/ETH1 light on the router has turned on and that the power and Ethernet lights on the VoIP ATA are also lighting up green. It is normal for the Ethernet and LAN1/ETH1 lights to flash on both the ATA and the router.
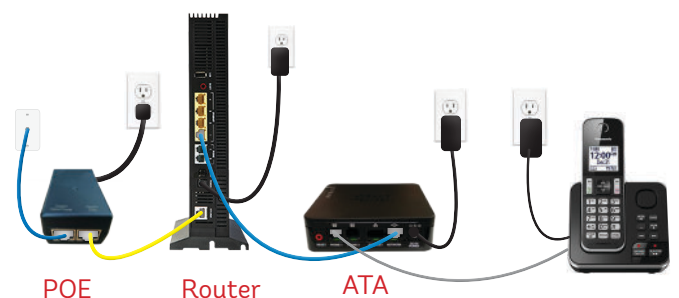

Router   ATA

Please note: It can take up to 10 minutes to sync these devices.
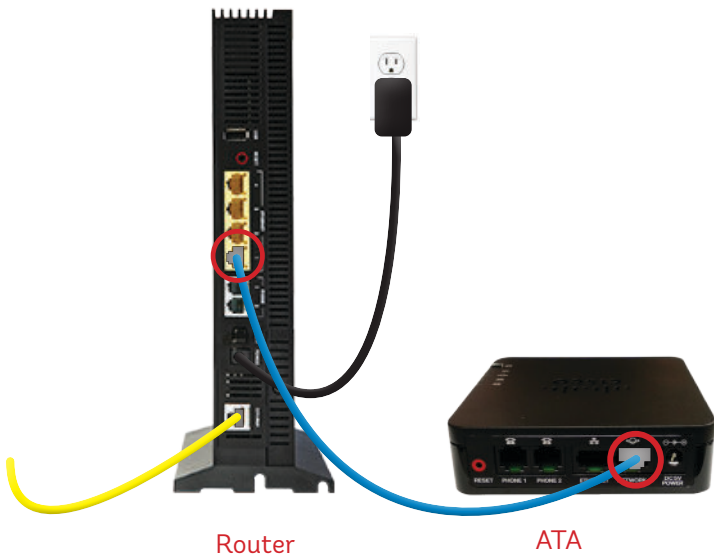
STEP 4: CONNECT TO PHONE

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.

ATA

FINAL STEPS & SETUP

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.

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

POE   Router   ATA

NEED HELP?

CALL 1.877.393.2854
VISIT SUPPORT.EXECULINK.CA