

QUICK CONNECT GUIDE

WIRELESS INTERNET POE & ROUTER

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.

VIEW OUR HELP VIDEO AT EXECULINK.CA/VOICE-WIRELESS-SETUP OR CALL 1-877-393-2854

STEP 1: DOUBLE CHECK

Make sure you have the following required components before proceeding.

High Speed Router, Power Adapter, & Ethernet Cable



The POE (Power over Ethernet) device will have already been installed by your Execulink technician. It looks like this:



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 which is usually labelled "WAN/Internet."
3. Connect the power adapter of the router to an outlet. You should notice the lights turn on.



STEP 4: CHECK FOR CONNECTIVITY

1. 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)
2. If there is no connectivity, call technical support at 1.877.393.2854.

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

For steps on how to change your WI-FI password, go to www.execulink.ca/change-wifi-password.



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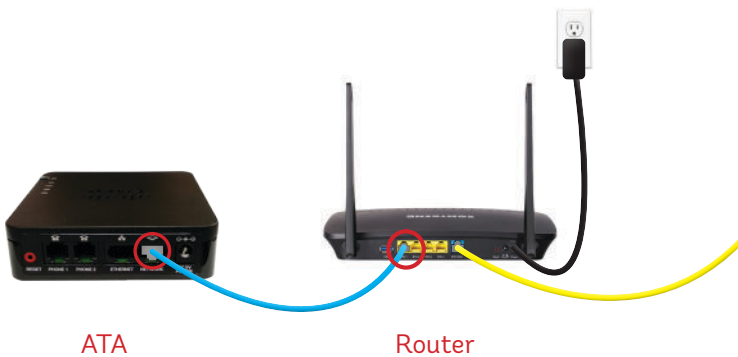
How to set up your WIRELESS VOIP PHONE

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
For Wi-Fi troubleshooting try our app, Execulink Helps.

STEP 2: SET UP THE ATA

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



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.

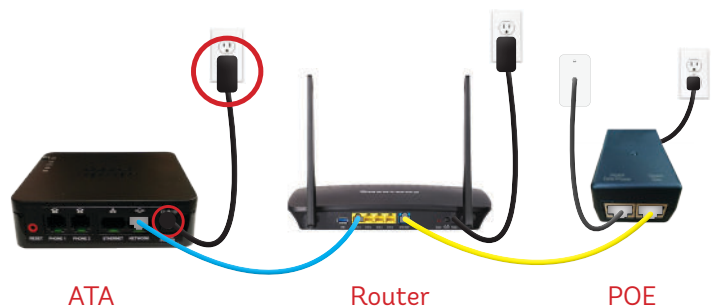


Ethernet Cable



STEP 3: POWER UP THE ATA

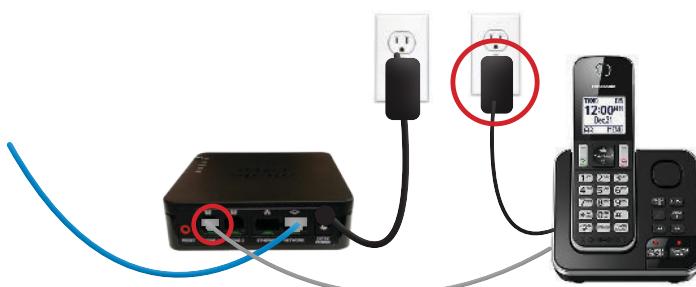
1. Plug in the power adapter of the VoIP ATA.
2. Check to ensure the LAN1X/ETH1 light on the router has turned on and that the power and Ethernet lights on the VoIP ATA are also lighting up green. It is normal for the Ethernet and LAN1/ETH1 lights to flash on both the ATA and the router.



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

STEP 4: CONNECT TO PHONE

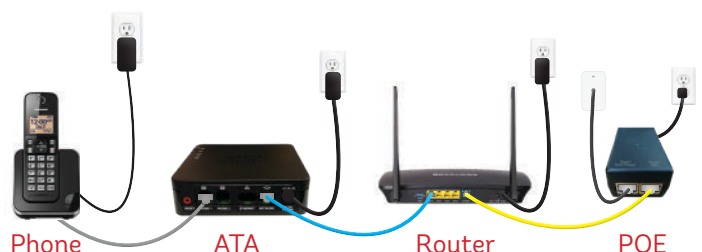
1. Plug your telephone cord into the Phone 1 port on the back of the ATA and the other end into your phone.
2. If you use a cordless telephone, please ensure the cordless base station's power adapter is also plugged into a working electrical outlet.
3. The phone indicator light on top of the ATA should be lighting up green. Pick up your phone and check for a dial tone and make an outgoing call to test.



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!



NEED HELP?

CALL 1.877.393.2854
VISIT SUPPORT.EXECULINK.CA