

QUICK CONNECT GUIDE

VDSL INTERNET

WIRELESS MODEM/ROUTER

Your WI-FI
PASSWORD is the
last 9 characters of
the SERIAL NUMBER
(S/N) (does not
include dashes)
found on the BACK
of the modem. ALL
LOWERCASE.

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

STEP 2: CONNECT TO MODEM

Connect one end of the grey telephone cord into the grey DSL port in the back of the modem/router and the other end into your wall jack, which should be no further than six feet away.

Please note: Telephone extension cords should not be used to connect the modem/router to the telephone jack.



STEP 1: DOUBLE CHECK

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

High Speed
Modem/Router &
Power Adapter



Ethernet Cord &
Telephone Cord



STEP 3: TURN ON

Connect the power adapter to the modem/router. Turn on the modem/router and wait up to fifteen minutes while it downloads software updates.

Please note: It is important NOT to turn off the modem/router while this is happening as it may cause malfunctions.



STEP 4: CHECK LIGHTS

After fifteen minutes the following lights should be lit green on the front panel of the modem/router:

- Power (on)
- WIFI (on or blinking)
- Internet (on or blinking)
- DSL (on)

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



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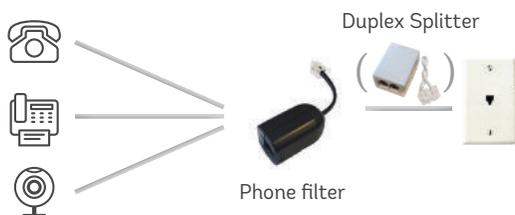
How to set up your VDSL VOIP PHONE

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 2: CONNECT FILTERS

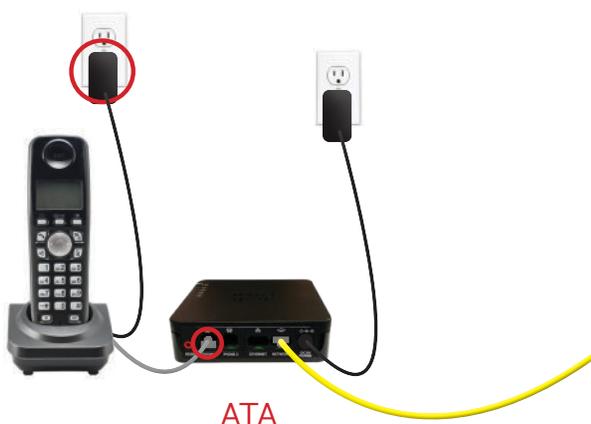
1. Place a telephone filter between every device in your home that plugs into a phone jack, except the modem (e.g. telephones, fax machines, and alarm systems—although your alarm system may require its own specific type of filter).
2. The phone filter plugs into the wall (or DSL port of the duplex splitter, if required in your setup) and the devices plug into the filter.



If you're unsure whether you need a filter, call us at 1.877.393.2854.

STEP 4: PLUG IN 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.



STEP 1: DOUBLE CHECK

Make sure you have the following components in your DSL Phone package:

VoIP ATA & Power Adapter

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



Ethernet Cable

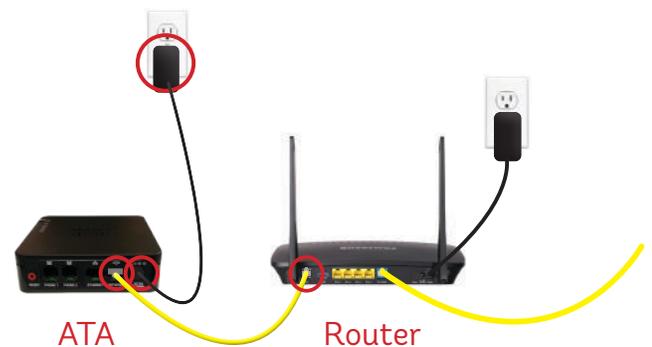


Telephone filter(s) if required



STEP 3: SET UP ATA

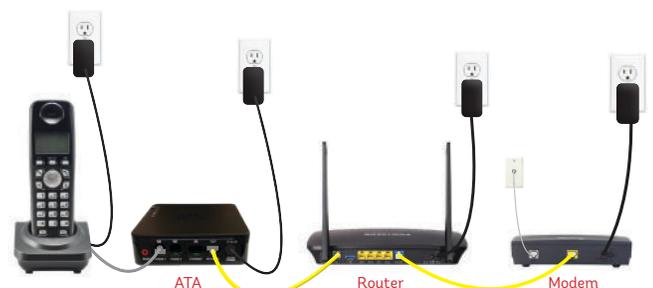
1. Plug a supplied Ethernet cable into the yellow ETH1 port of the modem/router.
2. Plug the other end of the cable into the Network or Internet port of the VoIP ATA (depending on which ATA you are provided).
3. Plug in the ATA's power adapter into the back of the ATA and the other end into a wall outlet.
4. Check to ensure the ETH1 light on the router has turned on and that the power and Internet light () on the VoIP ATA are also lighting up green. It is normal for both these lights to flash.



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

STEP 5: 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. Pick up your phone and check for a dial tone. Make an outgoing call to test.
4. a) If you are keeping your phone number, dial 1-877-393-2854. 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!



NEED HELP?

CALL 1.877.393.2854
VISIT SUPPORT.EXECULINK.CA