execulink
TELECOM

READ ME FIRST!

QUICK CONNECT GUIDE

How to set up your
HYBRID FIBRE
INTERNET

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 available to connect to the Internet.

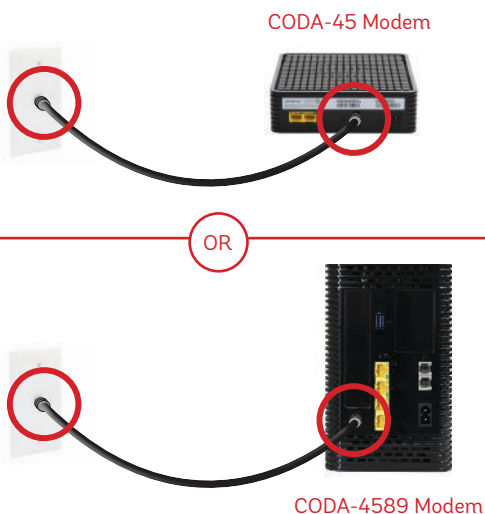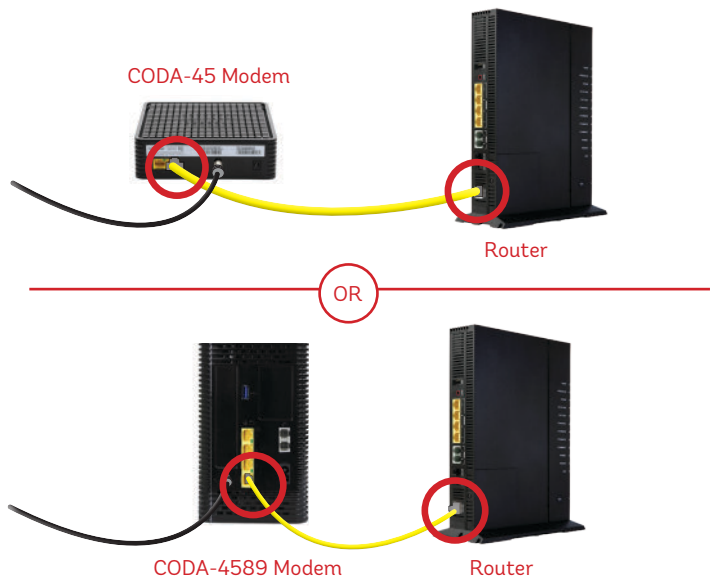|	
Premium Wi-Fi Router & Power Adapter	
High Speed Modem & Power Adapter NOTE: You will have either the Hitron CODA-45 or the CODA-4589 modem with minor differences in setup.	Hitron CODA-45 / Hitron CODA-4589
Ethernet Cables (x2)	
Coaxial Cable Included with new installations.	

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. This step may have been completed already by your installer.

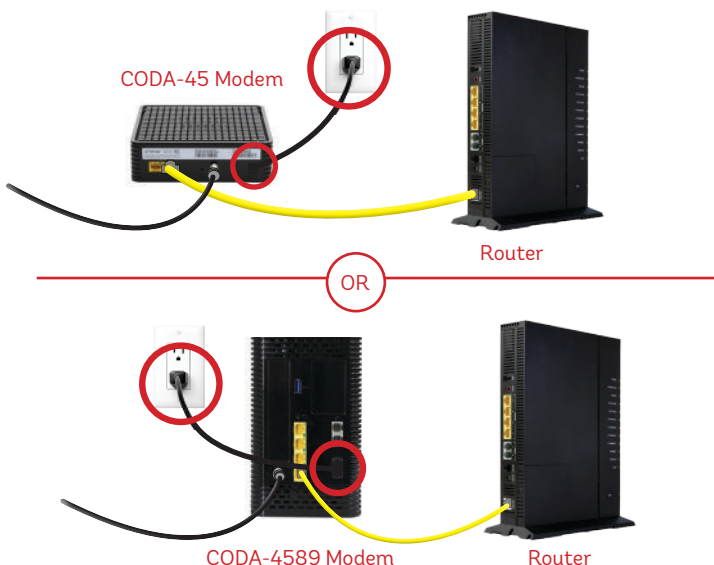CODA-45 Modem

OR

CODA-4589 Modem

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 LAN1 Ethernet port on the CODA-45 modem or the LAN4 port on the CODA-4589.

CODA-45 Modem

Router

OR

CODA-4589 Modem   Router

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.
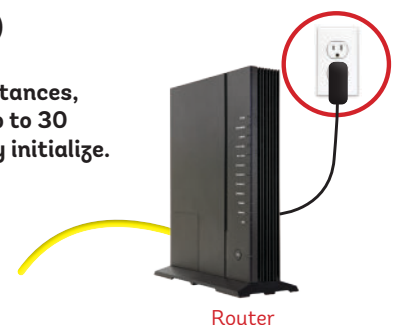
CODA-45 Modem

Router

OR

CODA-4589 Modem   Router

STEP 5: POWER UP ROUTER

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 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.

Router

NEED HELP?

CALL 1.877.393.2854
VISIT SUPPORT.EXECULINK.CA

execulink TELECOM

QUICK CONNECT GUIDE

How to set up your
HYBRID FIBRE PHONE

Only complete these steps 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: DOUBLE CHECK

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

Arris ATA & Power Adapter

Coaxial Cable
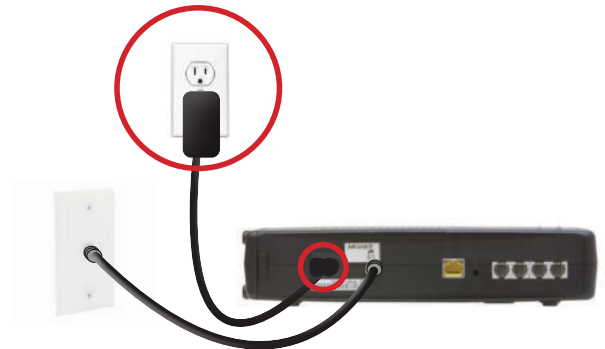Included with new installations.

STEP 2: CONNECT COAXIAL CABLE

1. Make sure all equipment is unplugged.
2. Connect the coaxial cable to the coaxial port on the back of the ATA 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. This step may have been completed already by your installer.

STEP 3: POWER UP ATA

1. Plug in the ATA's power adapter into the back of the ATA and the other end into a wall outlet.

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!