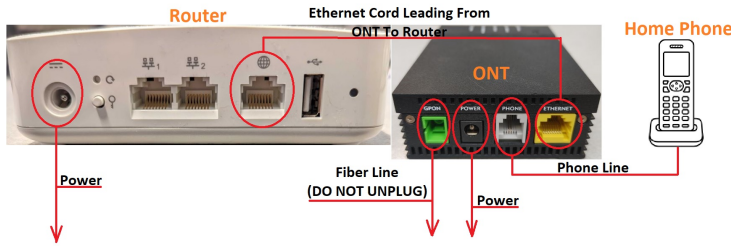


Refreshing Your Network Equipment (Fiber Customer With Home Phone Service)

Network Setup Overview



Below are some simple steps we recommend to do monthly that will refresh your network equipment and keep it running smoothly.

Step 1. On the back of the router you'll see an Ethernet cable (looks like a large phone cord) plugged into a port that's titled one of the following: "WAN", "Internet", or it may just have a picture of a globe over it. Unplug this cable and then plug it back into the same port it was removed from, if it's a solid connection you'll hear a clicking sound.

Step 2. Once the cord is plugged back in, follow the cord to the other end and you'll see the ONT device. The device looks like a small black brick with five lights on it titled: "Power", "Broadband", "Service", "Ethernet", and "Phone". On one end of the device you'll see four cords plugged into it. *DO NOT unplug the cord connected to the green port titled "GPON"*. The other three cords are for power, phone and internet. Unplug the Ethernet cord (yellow port on the far right) and then plug it back into the same port, if it's a solid connection you'll hear a clicking sound. Do the same thing for the phone cord.

Note: *DO NOT UNPLUG THE FIBER LINE* from the green port on the ONT. This connection can be easily damaged and cause harm to your eye's if you look directly into it.

Step 3. After you plug the Ethernet and phone cord back in, power cycle the ONT and router. Unplug the power cord from the ONT and router for a minimum of 15 seconds. This will cause both devices to do a full system check when they power back up (It may take 1-2 minutes for them to fully power up).