

# TEMPORARY SELF-INSTALLATION GUIDE

for CTC WiFi Services

NOTE: An instructional video and other resources can be found on our website at [goctc.com/selfinstall](http://goctc.com/selfinstall).

## 1 Check the Equipment

Before you get started, check that you have all the proper equipment. (See figure 1.) The “Broadband in a Box” kit that was left at your home by a CTC Technician should include:

1. Optical Network Terminal (ONT) (aka. WiFi Router/Modem)
2. Fiber cable (attached to the ONT)
3. Power cord for the ONT
4. Ethernet cable
5. Several cable ties
6. Installation guide (also available at [goctc.com/selfinstall](http://goctc.com/selfinstall), not pictured)

It’s also helpful to have a device to connect to the internet (cell phone, tablet, computer, smart TV, gaming system, etc.).

FIGURE 1

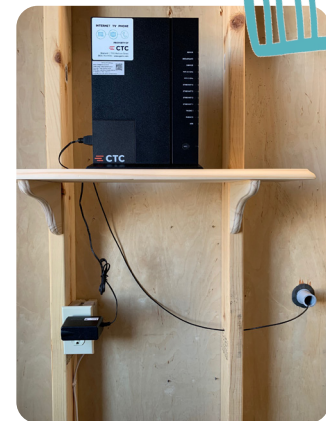


## 2 Choose a Good Location

Where you decide to place your ONT can affect its performance. If possible, it should be placed in a central location so it can reach as many spots within the home as possible. As with most electronic equipment, select a place that has good air circulation and that won’t get too hot. Ideally, the ONT should be within a few feet of a power source, preferably with a power strip.

Keep the ONT away from other devices and heat sources like:

- microwaves
- bluetooth devices
- wireless video cameras
- computer monitors or TV screens
- concrete, metal partitions, fixtures, or ceilings
- plumbing/water lines that may sweat or leak
- large amounts of water (e.g. fish tank, water cooler)
- reflective surfaces (e.g. ductwork, windows, mirrors, water)



# 3

## Connect the Fiber Cable

1. Locate the Network Interface Device (NID): a gray box that has been attached to the exterior of your home or installed inside your home. (See figure 2.) If the NID is located outside, a CTC Technician will help you with the remainder of this step.
2. If the NID is located inside, use a flathead screwdriver to open the cover on the right side. Bring the black fiber cable from the ONT into the NID, through the hole in the bottom right side. (See figure 3, arrow 1.) *TIP: Make sure the fiber cable is not tangled or kinked. This can affect internet performance and/or damage the fiber optics.*
3. Carefully wind up any extra fiber cable, secure it with the provided cable ties, and hang it inside the NID. (See figure 3, arrow 2.) **IMPORTANT: Be sure that the cable ties are loosely secured. Over-tightening the ties can damage the fiber optic cables.**
4. In the NID, remove the plastic cover from the green “ELECTRONICS IN” terminal on the left side. (See figure 4.) Then, remove the plastic cover from the green end of the fiber cable, being careful not to touch or look directly into the fiber cable. (See figure 5.)
5. Plug the end of the fiber cable into the “ELECTRONICS IN” terminal, making sure to line up the ridge on the fiber cable with the open slot in the terminal. You should hear a distinct “click”. (See figure 3, arrow 3.)
6. Close the NID cover and screw it shut with a flathead screwdriver.

FIGURE 2



FIGURE 3

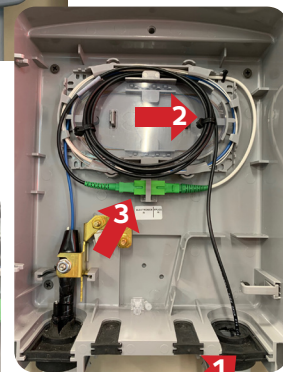


FIGURE 4

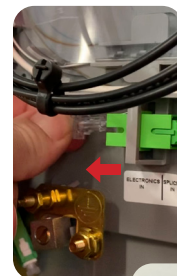


FIGURE 5



**CAUTION: Never touch or look directly into the end of the fiber cable. Even without power, the invisible infrared light can cause eye damage.**

# 4

## Plug in the Power Cord

1. Plug the power cord into a power outlet or strip and plug the other end into the back of the ONT.
2. Wait 10-15 minutes for the ONT to automatically go through a series of system diagnostics and reboots.
3. When it has completed this process, there should be five elements with green lights: POWER, BROADBAND, SERVICE, WiFi 2.4 GHz, and WiFi 5 GHz. (Note: some lights may be blinking intermittently. This is normal.) (See figure 6.)

FIGURE 6



# 5

## Connect the ONT to a Device

To connect wirelessly:

- Each device will vary slightly but on most computers and laptops your wireless network will appear in the system tray in the bottom right corner of the screen. On most phones, “WiFi” will be located in the Settings.

To connect using the Ethernet cable:

- Plug one end of the Ethernet cable into any of the four Ethernet ports on the ONT, then plug the other end into an Ethernet port on your computer.
- The Ethernet light on the ONT will turn green and may flicker.

WiFi network name: \_\_\_\_\_ WiFi password: \_\_\_\_\_

## QUESTIONS?

Our local support team is available 24/7 by calling 218-454-1234 or emailing support@goctc.com.

A video and PDF of these instructions can be found on our website at goctc.com/selfinstall.

