

IMPORTANT NOTES:

Do not place your router on carpet!

This interferes with your Wi-Fi signal. If possible, it's best to place your router on an elevated surface (table, bookcase, etc.)

Fiber-optic & ethernet cable is fragile.

Do not bend the yellow fiber cable or white ethernet cable at any 90° angles.

You can hardwire via the back of your router.

Your router has 5 ports on the back where you can hardwire devices with Cat5e or higher ethernet cable. If you have our Enhanced 2-Gig service, only the port labeled 2.5G (above where ethernet is plugged in from your modem) will support 2-Gig speeds.

TROUBLESHOOTING

Lights on the modem/router aren't showing as expected:

Wait 5 more minutes (total of ~30 minutes from initial plugin) to see if this resolves. The modem and router go through several power cycles & updates the first time they are turned on.

If problem persists, try unplugging the fiber-optic cable from both the wall plate & modem before immediately plugging them back in. If lights are still not as described, call our technical support team.

I can't find the wall plate in my home:

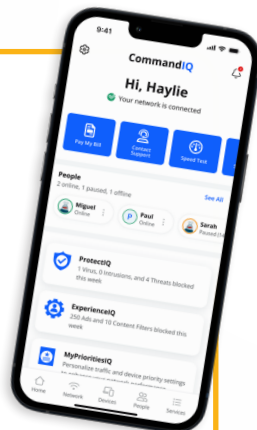
A good way to trace where your wall plate might be is to find Connexion's utility box on the outside of your home. If you find this box, trace the black cable coming out of it to find where it enters your home. Your wall plate should be on the interior of this wall.



THE CONNEXION WI-FI APP:

Download our Wi-Fi management app!

Get started in minutes, customize your network with simple controls, and enjoy Wi-Fi that works the way you need it to.



TECHNICAL SUPPORT



970-207-7873



Support@fcconnexion.com



24 hours/day, 7 days/week

CUSTOMER SERVICE



970-212-2900



CustomerCare@fcconnexion.com



Mon., Tues., Thurs., Fri.,
8:00A.M. – 5:00P.M.

Wed., 9:00A.M. – 5:00P.M.

Sat., Sun., CLOSED



FORT COLLINS
connexion

CONNEXION SELF-INSTALL

WELCOME TO THE FASTEST
INTERNET IN TOWN

Thank you for choosing Connexion!

This self-install kit will walk you through all the necessary steps to connect and set up your internet & Wi-Fi. If you run into any issues, concerns, or questions along the way, do not hesitate to give one of our support teams a call.



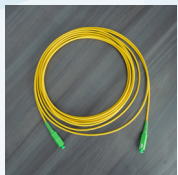
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COMMUNITY-OWNED, FIBER INTERNET



WELCOME TO FORT COLLINS

CONNEXION!

CONTENTS OF KIT



Fiber-optic cable



Modem



Ethernet cable



Router

STEP 1: CONNECT THE FIBER-OPTIC CABLE

1. Locate the Connexion wall plate in your home (see fig. 1).
2. Open the bag labeled #1 to find your yellow fiber-optic cable.
3. Remove the green end cap from either end of the cable (see fig. 2).
4. Carefully insert the fiber with the notch facing you (see fig. 3). Listen for a clicking sound to confirm it's fully inserted. Avoid touching the fiber tip and bending it sharply.

STEP 2: CONNECT THE MODEM

1. Open box #1 to find your modem.
2. Remove the black end cap from the PON port on the front of the modem (see fig. 4).
3. From the opposite end of the fiber cable, remove the green end cap.
4. Insert the fiber into the modem's PON port with the green notch facing upward (see fig. 5). You'll hear a click when properly connected.
5. Plug the modem into a wall outlet using the included power cable.
6. Press the ON/OFF button on the front of the modem.
7. Wait ~5-10 minutes for the POWER and PON lights (top two) to become solid. The device will cycle through flashing lights during this time. Do not proceed until both lights are solid.

STEP 3: CONNECT THE ROUTER

1. Open the bag labeled #2 to find your white ethernet cable.
2. Plug either end into the modem's LAN-10GE port (see fig. 6).
3. Open box #2 to find your Wi-Fi router.
4. Remove the router and the included stand. Slide the stand onto the bottom of the router.
5. Plug the other end of the ethernet cable into the back of the router at the lowest port labeled 2.5G (with the globe symbol) (see fig. 7).
6. Place your router on an elevated surface (table, bookcase, shelf) within reach of the ethernet cable. Avoid placing it on carpet, as this weakens the Wi-Fi signal (see reverse for additional placement options).
7. Plug the router into a wall outlet using the included power cable.
8. The router's light may flash orange, green and red during startup. Wait ~10-15 minutes; the equipment is ready once the light remains green for at least a minute.

STEP 4: SET UP YOUR WI-FI

1. Download the 'Fort Collins Connexion Wi-Fi' app from your smartphone's app store (iOS or Android).
2. Open the app, select 'Sign-Up' and follow the on-screen instructions.
3. Select 'Set Up a New System'. Once prompted, open the access panel on the side of your router and scan the QR code with your phone's camera to pair.
4. Continue through the on-screen instructions, and finish by setting your Wi-Fi network name and password.
5. **CONGRATS!** You're now connected to the fastest internet in town.

STEP 1



Fig. 1



Fig. 2



Fig. 3

STEP 2



Fig. 4



Fig. 5

STEP 3



Fig. 6



Fig. 7



**WATCH OUR NEW
SELF INSTALL
VIDEO TUTORIAL!**