SONIC.
Fiber-optic Internet

Sonic ONT Upgrade Guide

This upgrade requires replacement of your Sonic ONT. The ONT, or Optical Network Terminal, acts as a modem and connects your fiber cable to Ethernet that can be used by network hardware (such as WiFi routers) in your home. The ONT also provides your home phone line.

The upgrade process is self-performed and should take about **15 minutes.** Please note that your home's internet and phone connectivity will be unavailable during this process.
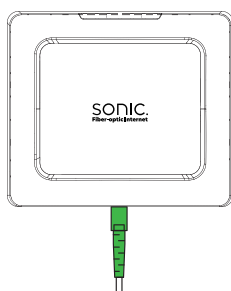
You will need the following for this upgrade:
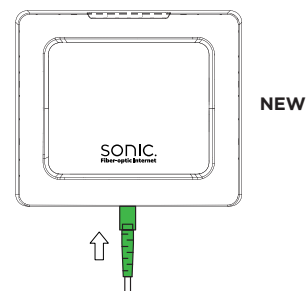
Included in kit:

10 Gigabit ONT   Quick start guide

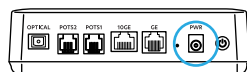## Please follow the steps below to complete your upgrade.

1 LOCATE YOUR CURRENT ONT.
The ONT is a black, rectangular device, approximately 10 inches wide, 6.25 inches high, and 2.75 inches deep. It has LED lights at the top edge. It is generally located indoors (typically wall mounted) and must be adjacent to a power outlet. In some cases, it is placed in a box on the outside of the home. It will usually have a cable with a green connector at the device. This is your fiber cable.
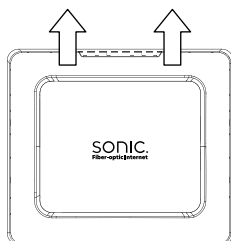
2 UNPLUG THE POWER CORD FROM ONT.
Note your internet connection will be disrupted until your new ONT is activated.

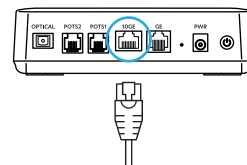**3 REMOVE ONT FROM WALL.**
Note your internet connection will be disrupted until your new ONT is activated.

4 REMOVE CABLE WITH THE GREEN BOOT AT THE DEVICE FROM OLD ONT.
This is your fiber cable. The fiber cable is delicate and should be handled with care:
- Do not touch tip the of the cable, handle only by the green boot.
- Do not bend the cable.
- Do not look directly at the end of the cable.

OLD

5 PLUG GREEN BOOTED CABLE INTO NEW ONT.

NEW

6 PLUG POWER SUPPLY INTO NEW ONT.

7 REMOVE ETHERNET CABLE FROM OLD ONT.
Plug into the port labeled "10GE" on your new ONT.
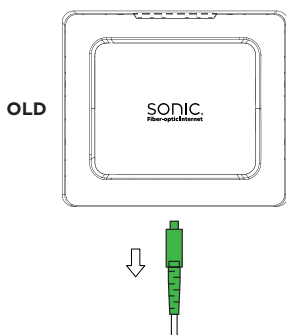
8 REMOVE TELEPHONE CABLE FROM OLD ONT (if applicable).
Plug into the port labeled "POTS 1" on the new ONT.

If you have questions or need help, call (855) 394-0100.   (Continued on back side)
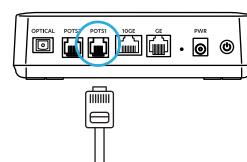
(Continued)

9 **MOUNT NEW ONT TO THE WALL**
Use existing mounting screws.

TEMPLATE
ON WALL

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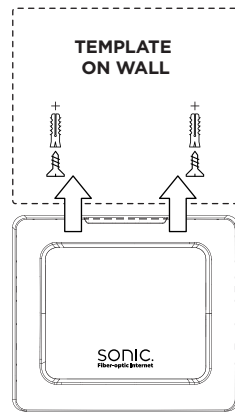
10 **VERIFY POWER IS ON.**
Check the power LED on the new ONT (The LED should be green).
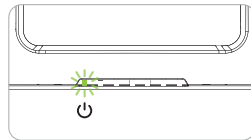
11 **NEW ONT WILL ESTABLISH A CONNECTION IN TWO MINUTES.**
The "Optical" LED will illuminate green when a connection is established.
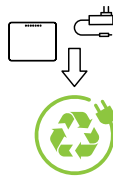
12 **CHECK YOUR CONNECTION.**
Visit **bit.ly/sonicspdtst** to run a speed test on a device connected to your network. Ensure that the device you use to test is either hard-wired to a device connected to the ONT, or on the WiFi network of the router connected to the ONT. If connectivity is not established after five minutes, contact Sonic support.

13 **E-WASTE YOUR OLD ONT**
Do not dispose of your ONT in regular trash – electronic waste, including networking equipment, is prohibited from being disposed of in landfills under California law. To locate an authorized e-waste recycler, visit **California's CalRecycle website** or by calling your local waste management provider for drop-off locations and options for curbside collection as part of their municipal services. By following these steps, you are helping us keep hazardous materials out of landfills and ensuring compliance with the Electronic Waste Recycling Act of 2003.

If you have questions or need help, call (855) 394-0100.