

Add Citynet Phone on your own! QUICK AND EASY SETUP GUIDE

For current Citynet GIG Fiber customers who want to add Citynet Phone

CITYNET POTS LINE OPTIONS FOR CITYNET CUSTOMERS

Please know that your Citynet phone service is fed from the Citynet ONT on POTS Port 1.

(See POTS1 on the image to the right circled in blue.)



DEFINITIONS

POTS: (Plain Old Telephone Service)

ONT: (Optical Network Terminal) is a small box that Citynet installed **in your home** that connects you to our fiber-optic internet service. It converts the optical signal from the fiber cable into an electrical signal your devices can understand.

NID: (Network Interface Device) is the small box on the **outside of your home** that your previous phone service was delivered from. It is typically used for copper-based connections.

HOW TO GET A CITYNET PHONE LINE INTO YOUR HOME

OPTION 1 Connect Phone Directly into ONT

Step One: Plug your existing phone straight into POTS Port 1 (circled in blue in the image above) of Citynet's ONT .

OPTION 2 Back-Feed Dial Tone Through Your Home



BEFORE GETTING STARTED

Connect a single phone to the ONT POTS Port 1 (circled in blue in the image above) to verify a dial tone. If there is no dial tone, do not continue. Contact Citynet support at 304.848.5400 or 1.844.CITYNET for assistance.

Back feeding enables all phones on common wiring to use the same Digital Phone account.

Important Notes:

- Wiring setups vary by home, so results may differ.
- Ensure the previous provider has disconnected the dial tone feed to avoid damage to the ONT device, phones, or home wiring.
- Some manufacturers advise against back feeding; damages are not covered under warranty.

OPTION 2 INSTRUCTIONS CONTINUED ON BACK PAGE



Step One: You should have a box that looks similar to this outside of your home. This is called the Network Interface Device (NID). Determine which NID is installed at your home.

If you have this NID, go to **Step Two A**

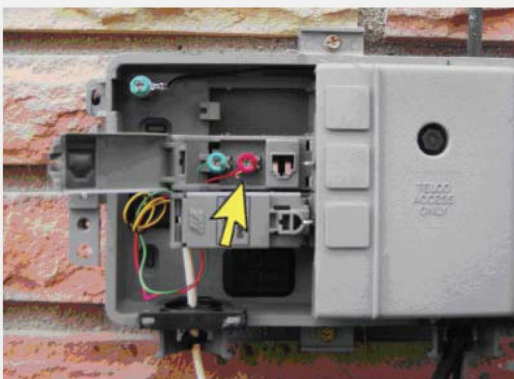


If you have this NID, go to **Step Two B**



Step Two A:

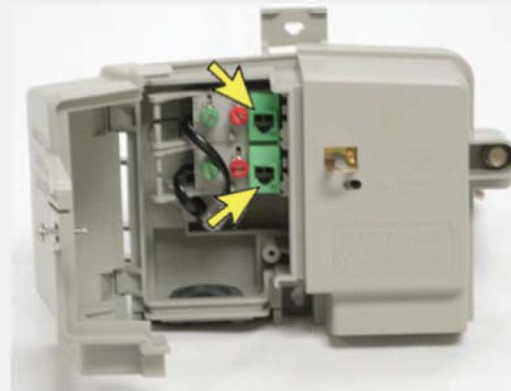
- Locate and open the box labeled "Customer Access."



- Loosen the screws and disconnect the wires to disconnect from the outside phone company.
- Inside your home, connect a cable from the ONT POTS Port 1 to an available phone port. This will connect the Digital Phone Service to all the other jacks.
- You're done! All jacks in your home should now have a dial tone.

Step Two B:

- Locate the NID box and open the "Customer Access" section by loosening the screw and swinging it open. Inside, you'll see phone cords.



- Unplug the phone cords, which will disconnect you from the outside phone company.
- Connect a phone cord from the ONT POTS Port 1 to an available wall jack. Ensure the Ethernet cable remains connected to the router, and the router stays powered.
- Once complete, all phone jacks in your home should work with your existing phones.



Please call us if you have any questions about this process or need help. Our West Virginia support team is available to you 24 hours a day, 365 days a year. Contact us at **304.848.5400 or 1.844.CITYNET or or www.citynet.net/support.**