

Self-Installation Guide

Before beginning installation, you'll need:

1. A power drill.
2. 3/8" or larger drill bit - 20" long.
3. Exterior sealant (optional).
4. The approximate distance from the exterior gray house box (pictured below) to where you want to place your router inside.



Your Trustream installation kit will include:



1. Fiber line, including green grip connector, clips to secure the fiber line, and exterior bushing.
2. Ethernet patch cable.
3. Modem and power cord.
4. Router, base, and power cord.

Self-Installation Guide - Outside

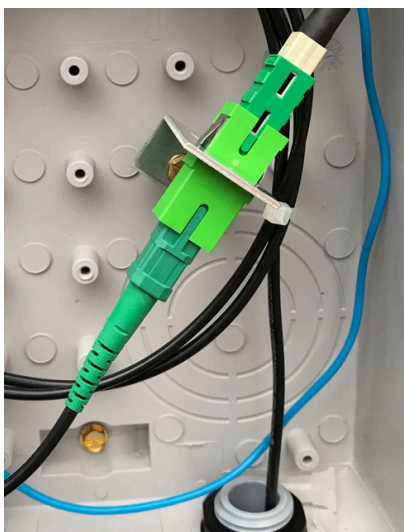
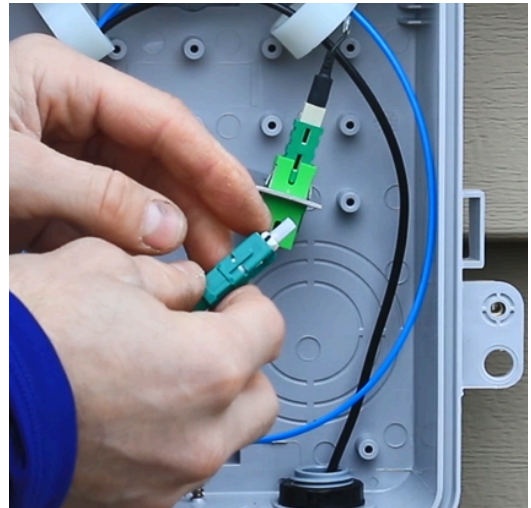
1. Find the ideal location to install the provided router inside your home - an easily accessible, centrally located area is best. Then drill through to the exterior of your home, carefully avoiding anything in the wall that could be damaged.

For a basement or crawlspace (sill plate) - drill from the outside in.
For all others - drill from the inside out.



2. Feed the provided fiber line through the exterior hole drilled in step 1. Do not abruptly bend or kink the fiber line or remove the dust caps. Be sure to leave enough fiber line slack in order to connect in the exterior gray house box.

3. Insert the fiber (see picture to the right, fiber line is black - yours could be black or white) into the bottom of the house box and gently loop it through the inside brackets. Apply the grip connector, following the instructions provided in the fiber line bag, and remove the white dust cap.



4. Line up the ridge of the grip connector (green pieces in the picture to the left) and insert into the bright green coupler. You should hear a click. Close the box and secure the fiber line between the house box and entry point into your home using the provided clips.

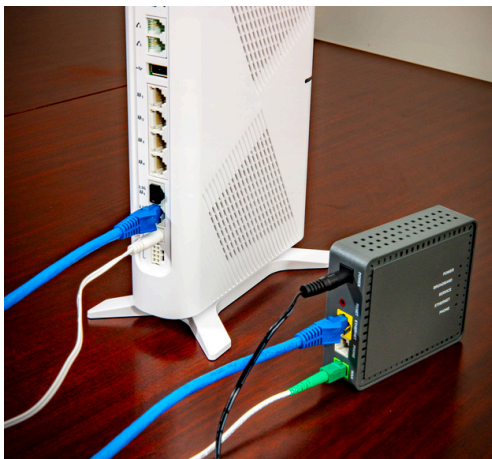
Self-Installation Guide - Inside

5. Once the fiber line is connected outside, secured, and fed into the house, pull enough line to reach the router's desired location. We will provide you with the necessary hardware to secure the fiber line and cover its entry location.



6. Carefully remove the dust cap on the fiber line and in the router, and plug the fiber line into the GPON port of the modem. You should hear it click into place. Once the line is secured, plug the modem directly into an outlet that is not controlled by a switch.

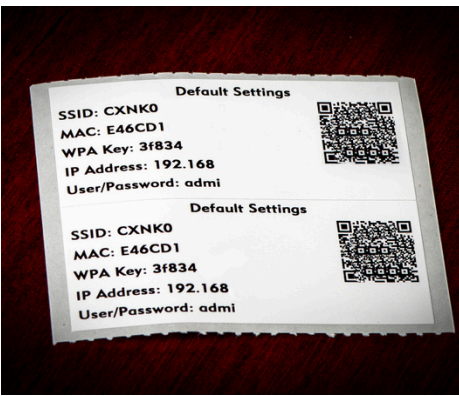
7. Once connected, you will see the POWER, BROADBAND, and SERVICE lights turn solid green. This may take time. Please do not unplug any connections.



8. Insert the blue Ethernet cable into the ETHERNET port on the modem and the 2.5G WAN port, marked by a globe symbol, on the router. Once the Ethernet cable is connected, plug in the router to power.

Self-Installation Guide - Inside

9. Allow the modem and router to update. This may take 15-20 minutes. When the WiFi is ready to use, the network name will change to Truestream. Please do not unplug or disrupt the equipment until the update is complete.



10. Connect your devices using the "WiFi Password". The WiFi Password is located on the router and on the sticker included in the box with your router.

11. Your Truestream equipment is now active. For billing purposes, your account is considered active on the day your equipment is delivered.

Welcome to the Truestream family!

Scan the QR Code to visit our welcome page, where you can learn more about the TruestreamIQ app, managing your devices, paying your bill, and more. Happy Truestreaming!



Have questions or need assistance?
Contact tech support, 24/7 at 1-888-485-2537.

