

# Customer Assisted Installation

Thank you for choosing customer assisted installation. This guide will help you through the process of doing your portion of the process. Let's get started.

## What's in the box?

Several Days before your installation your equipment will be delivered, each installation kit includes the following:

### ONT:

If you already have internet in your home, the ONT will be replacing your traditional modem. This is what translates the fiber signal into something that can be read and understood by your computing devices.

Fiber connection



ONT

Network connection



Power connection



Power Supply

### Fiber Cable:

This is the cable that will bring the fiber signal to your ONT from outside.

Fiber Cable



Cut end (outside)

ONT end (inside)



### Router: (optional)

If you chose to rent a router from DayStarr it will be included in the box. The router creates your home Wi-Fi by broadcasting the ONT to all connected devices.

\*If you already own one or are planning to purchase one, let us know and we won't include a router in your kit.

Router



Internet



Power



Ethernet Cable



Power Supply

## The Pre-Install (your part)

We ask that you complete this pre-installation prior to your scheduled installation. This will allow our technician to get your services hooked up quickly once they arrive.

**Step 1.** Place your ONT at its desired location. We recommend a central location in order to achieve the strongest signal strength from your wireless router throughout your home.

**Step 2.** Identify your exterior power box (meter socket). This will be where you pass your Fiber Cable through the wall of your home. Look for a pre-existing hole that you can use.

**Step 3.** Drill a hole if you cannot find one. Using the guide at the end of this document determine the best place, and then drill your small hole. If you are unable, or uncomfortable with this step, then mark the place and your installer can drill the hole for you.

**Step 4.** It's time to run your cable. You can start either from your ONT (working the cut end through your home, or from the exterior hole (working the green end toward your ONT). We suggest starting at the ONT, as the cut end is easier to get through tight places. Note, it's OK to run the cable close to electric cords, but should you choose to run it with water lines we recommend you avoid the hot water pipes.

**Step 5.** Plug ONT into power and the Fiber Cable.

## The Install (our part)

If you've already passed your Fiber Cable through your wall then this will be really easy for you. Sit back and your installer will do all the work. They will be running a line from the road to your home, determining if an aerial or buried line is going to be best and running it accordingly.

If you opted to have your installer drill the hole for you, you will be an active participant in this process. Working together, your installer will call you and ask for any necessary measurements or details. Once the hole is drilled, you will assist by feeding the Fiber Cable out the hole.

Your installer will then splice the Fiber Cable from your home into the line running from the street to get you connected.

Once spliced your Installer will call you up to walk you through your Router Installation.

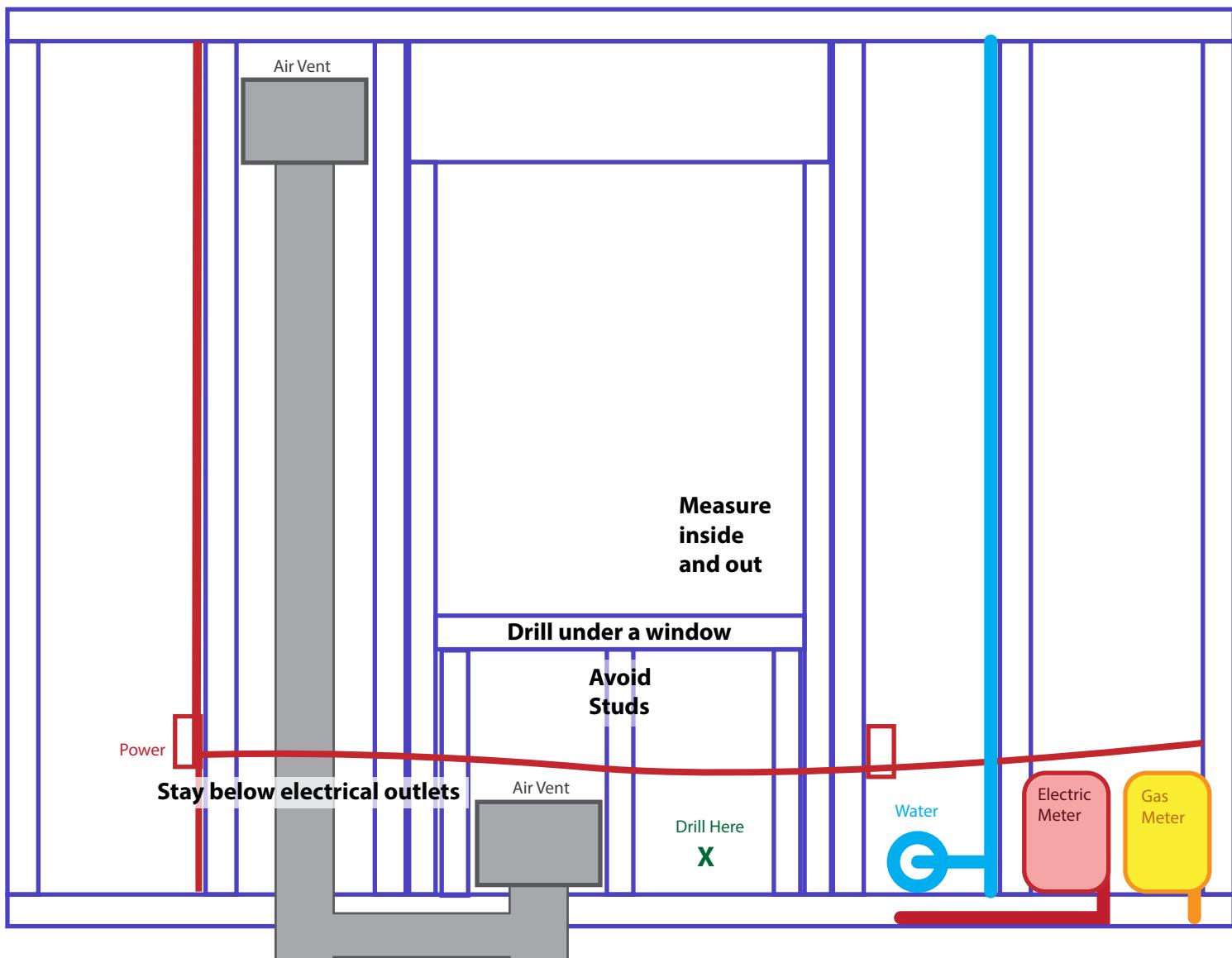
**With your Router:** This might be as simple as unplugging your current router's ethernet from your current Modem and plugging it into your new ONT. If there are complications, your tech will request the username and password for your router to get it up and running.

**With our Router:** Plug in the power, and run the ethernet cord to your ONT. From here your installer should be able to get you up and running.

# Self Drill Guidelines

- Most electric wires run along the level of the outlets, so avoid drilling holes within a few inches above or below an imaginary horizontal line between plugs.
- Drilling a hole under a window is often good, because you know that there won't be electric wires or water lines running vertically up to the second floor.
- Use a stud finder to make sure you aren't drilling through a stud (note, some stud finders have the ability to locate electric lines as well )
- Make sure you do not drill near, above, or below air vents or air-return vents inside.
- Avoid drilling near external obstructions, such as water faucet/spigot, electrical boxes, and gas lines.
- Ideally you would measure down from the level of the window sill to slightly above the floor on the inside, and then determine how this lines up on the outside measuring from the same window sill.

## Wall Cutaway



For other helpful resources check out our Customer Assisted Install page <https://daystarr.net/customer-assisted-install/>