

Mainstream Equipment Upgrade Guide

Mainstream Fiber Networks will be doing equipment upgrades in your area. You will be required to change your existing Zhone modem to our newer Calix GP1101x modem. This change will be required to be done prior to **Monday, June 16th, at 8:30am**, as the existing Zhone equipment will no longer be receiving service. Instructions below. Note: Step 1 is different for each Zhone model.

BE CAREFUL WITH THE BACKPLATE

Your Modem may have a back plate covering the GPON port. This plate may be held on by a screw. This screw will need removed for the back plate to come off.

Please be careful with the fiber cable, as excessive force may damage the fiber line.

Zhone 2726 & 2728 Equipment ONLY

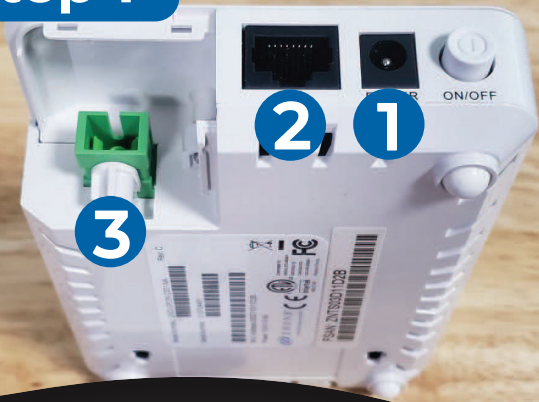
- 1 Unplug the power cable from the back of the modem, then from the power outlet.
- 2 Unplug any ethernet cables or phone cables from the GE and POTS ports.
- 3 Unplug the fiber cable from the green GPON port.

Note: The 27xx may have a back plate covering the GPON port. This plate may be held on by a screw. This screw will need removed for the back plate to come off.

Please be careful with the fiber cable, as excessive force may damage the fiber line.



Step 1



Zhone 2301 Equipment ONLY

- 1 Unplug the power cable from the back of the modem, then from the power outlet.
- 2 Unplug the ethernet cable from the LAN port.
- 3 Unplug the fiber cable from the green GPON port.

Note: The 2301 may have a back plate covering the GPON port. This plate may be held on by a screw. This screw will need removed for the back plate to come off.

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Need Help? Contact Support!
844.752.6736 | www.msfiber.net

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Set Up Your GP1101X

- 1** Plug the new power cable provided into the wall outlet and the back of the GP1101X.
- 2** Plug the ethernet cable that goes from your router into the ETHERNET port on the GP1101X. *If you have a Voice line through us plug the phone cable into the PHONE port as well.*
- 3** Plug the fiber cable into the green GPON port.

Step 2



Step 3



Ensure You are Reconnected

- 1** Wait 5-10 minutes. Your service should come online again.
- 2** Check the Power, Broadband, Service, and Ethernet light are lit up green.
The Phone light will also turn green if a Voice Line is being used.

Note: It is normal for the Ethernet light to blink; this means data is being transmitted

IF YOUR SERVICE IS NOT WORKING

- IF** The Broadband light does not turn on, or shows a red light instead of a green light, please call the Help Desk Department.
- IF** The Service light does not turn on, and remains blank, please call the Help Desk Department.
- IF** If you have any questions regarding replacing the equipment, please contact the Help Desk Department.

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