

HOW TO reboot your services



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Following up a power outage or a service maintenance, it is possible that you will need to reboot your devices. The following steps will show you how to reboot these equipments.

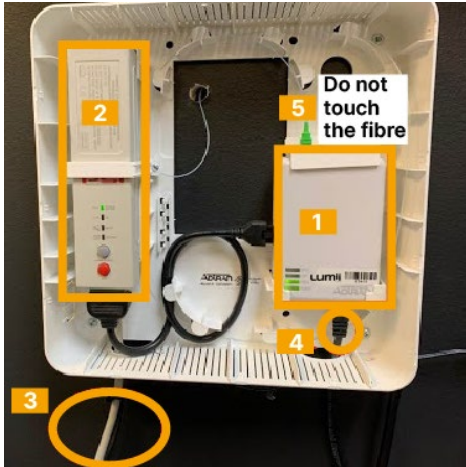
Reboot your equipments:

- ONT (Lumii Solutions modem)
- Router
- TV decoder(s)

ONT reboot (Lumii Solutions modem) :

Find your White Lumii Solutions box (It is often installed where the fiber optic enters the house.) Here are **the different elements in a Lumii Solutions box** for the following services:

- Home Phone
- Fibre Internet
- Television



1. ONT
2. Battery
3. ONT Power cable
4. Network cable linked to the router
5. Fibre optic cable – DO NOT TOUCH

If you have the **Home Phone**, the **Fibre Internet** and the **Television**, the following lights should be on:



- Voice
- Lan
- Fiber
- Power

If you have the **Fibre Internet** and/or the **Television**, the following lights should be on:



- Lan
- Fiber
- Power

If your house has power, but you ONT does not, the four lights will be OFF like this image:



You must be following **this procedure** to make the electricity available at the ONT.

If you have a battery in your box:

- Press the red button until you hear an **audio warning**.
- **Wait** 15 seconds

This battery will be present in your box if you have:

- Home phone



1. This light tells you the state of the battery
2. **Reboot** the battery by **pressing the red button until you hear an audio warning**
3. **Wait** 15 seconds

If you do not have a battery:

- **Unplug** the power cable from the ONT (Check the following image to know which cable to unplug)
- **Wait** 15 seconds
- **Plug** the power back in
- **Wait** 5 minutes

Here are the **different elements** in a Lumii Solutions **box** for the following services:

- Fibre Internet
- Television



1. Fibre optic cable – **DO NOT TOUCH**
2. ONT
3. ONT Power cable unplug and follow the procedure
4. Network cable linked to the router
5. State of network lights

If you have the **television service, reboot the decoders** (one at a time):

- **Unplug** the electric cable
- **Wait** 15 seconds
- **Plug** the cable back in
- **Wait** 5 minutes
- **Repeat** the steps for the next decoder

Reboot the router :

- **Unplug** the electric cable
- **Wait** 15 seconds
- **Plug** the cable back in
- **Wait** 5 minutes

If none of these steps managed to reboot the services, please call the customer service for immediate assistance at **450-346-0057** or toll free at **1-888-346-0057**.

-The Lumii Solutions Team