fioptics

Welcome to Fioptics Internet. Enjoy Hawaii's only 100% fiber internet service, with download speeds up to 1 Gbps and Hawaii's fastest upload speeds up to 500 Mbps. Fioptics delivers the very best fiber internet experience — to bring you all the entertainment, information and communication you need to stay on top of it all. The possibilities that come with ultra-fast speed, reliability and smart technology of Fioptics are now yours, and only from Hawaiian Telcom.

HT My Account – The HT My Account app allows you to access your hawaiiantel.net email accounts, view and upgrade services, pay bills and more.

Pay bills • Get Support • Manage Your Account

GET IT ON Google Play   Download on the App Store

What's inside:

| Google Wifi | Google USB-C Power Adapter | Ethernet Cable |

Google Wifi Installation Instructions

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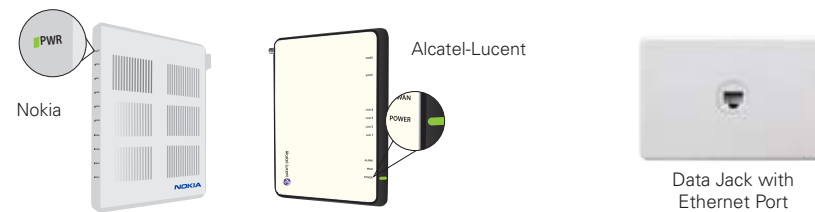# fioptics
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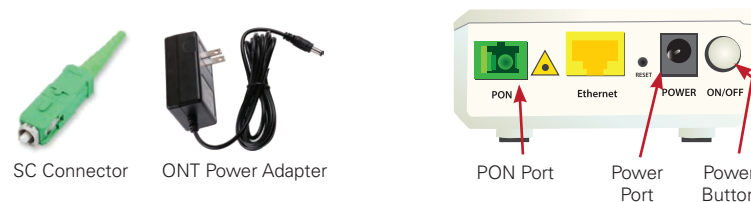# Follow these steps to establish your Fioptics home network

1. Locate the Fioptics wiring

Locate the ONT already installed inside your home. It should look similar to one of the devices pictured below, and may be Black or White. You need to locate the ONT as you'll be connecting the Google Wifi you received in the mail to this device.

If the ONT is not located inside your home and is mounted outdoors, you will need to locate your data jack. It will have a yellow, red or white Ethernet port. If your home is equipped with a data jack you'll see a visible yellow, red or white Ethernet port on the wall.

Nokia

Alcatel-Lucent

Data Jack with Ethernet Port

A green SC Connector cable should already be connected to the green "PON" port on the back of the ONT device and powered ON. If it is not connected, locate the green SC connector similar to the image below, and plug it into the green "PON" port on the ONT device. Connect the power adapter into the power port and power on the ONT device by pressing the grey ON/OFF button.

SC Connector   ONT Power Adapter

PON Port   Power Port   Power Button
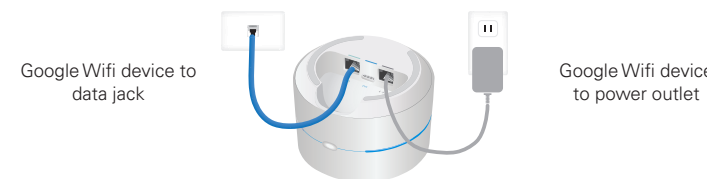
2. Power and connect

To connect to your ONT, plug plug one end of the Ethernet cable provided into the WAN port of the Google Wifi device. Plug the other end into the Ethernet Port on the ONT (pictured above).

After you've connected the Google Wifi device to the ONT, connect the Google Wifi Power Adapter to the power port and plug in to a nearby power outlet. Allow the Google Wifi device to power ON automatically. The LED indicator on your Google Wifi device should be a solid blue while powering up. When it's complete, the LED indicator will become a pulsing blue, indicating you can begin to connect your device(s) to the WiFi network.

If you do not have an ONT, you will connect via your data jack. Plug one end plug one end of the Ethernet cable provided into the WAN port of the Google Wifi device. Plug the other end directly into the data jack.

After you've connected the Google Wifi device to the data jack, connect the Google Wifi power adapter to the power port and plug in to a nearby power outlet. Allow the Google Wifi device to power on automatically. The LED indicator on your Google Wifi should be a solid blue while powering up. When it's complete, the LED indicator will become a pulsing blue, indicating you can begin to connect your device(s) to the WiFi network.

Google Wifi device to data jack

Google Wifi device to power outlet

Note: If your home has more than one data jack, they may not all be active. If your Fioptics Internet does not come up, plug the Google Wifi device into a different data jack and try to connect to the Internet again.

3. Download the app

Download the free eero app to your smartphone or tablet.

Log in to your Google account and follow the prompts on the app to create the name and password of your new WiFi network and complete your Google Wifi setup. You can manage your WiFi network settings via the Google Wifi app.

You're now connected to Fioptics with Google Wifi.

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