



PHONE - SELF INSTALL GUIDE

After subscribing to CityWest Phone services, our Internal team will take steps to prepare your account.



If you are bringing your existing phone number from your current provider, follow these steps.



A CityWest representative will schedule a date and time for you to connect your phone to your CityWest Gigaspire Router.

Please make note of when the representative has scheduled your appointment. Our team will ask for a secondary phone number, such as a cell phone number to contact you.



During your appointment window, a representative will call and walk you through the steps to connect your phone to your CityWest Gigaspire. You will need to connect to **phone port 1** on the back of your Gigaspire.

After connecting, a CityWest representative will perform a test call to your phone.



Once we have confirmation that your service is working without interference, you're all set with your new CityWest phone services!

If any issues are encountered during the testing period, our team will perform troubleshooting and perform another test call at a later time.





If you are getting a new phone number through CityWest follow the steps below.



A representative can either connect your services on the same day, or set up an appointment for a future date if needed.

A representative will walk you through the steps to connect your phone to your CityWest Gigaspire. If you choose to connect at a later date, a representative will call you during your appointment window. Connect your phone to your Gigaspire Router using the **phone port 1**.



A CityWest representative will perform a test call to your phone after it has been connected.

After confirmation that your service is working without interference, you're all set with your new CityWest phone services.



If any issues are encountered during the testing period, our team will perform troubleshooting and perform another test call at a later date.



Need more assistance?

visit www.citywest.ca or call **1-800-442-8664**