

Setup Guide

Référez-vous au verso pour les instructions en français.

High Speed Cable Internet



Home Phone



DISTRIBUTEL

Thank you for choosing Distributel

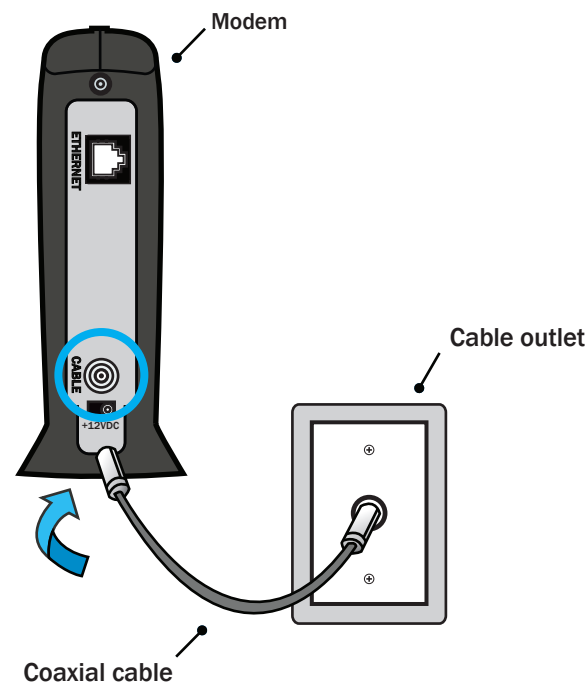
In order to ensure the smooth setup of your Distributel services, please follow the easy steps laid out in this guide. The setup kit for your Cable Internet and Home Phone services should contain the following items:

- Ethernet cables (2)
- Quick Reference Booklet Complete Home Phone
 You will only have received this booklet if you subscribed to the bundle which includes a fully-featured phone line.
- Motorola modem and power supply
- Internet Voice Gateway and power supply
- Wireless Home Network Setup Sheet

Before beginning the setup process, please ensure that your equipment is turned off.

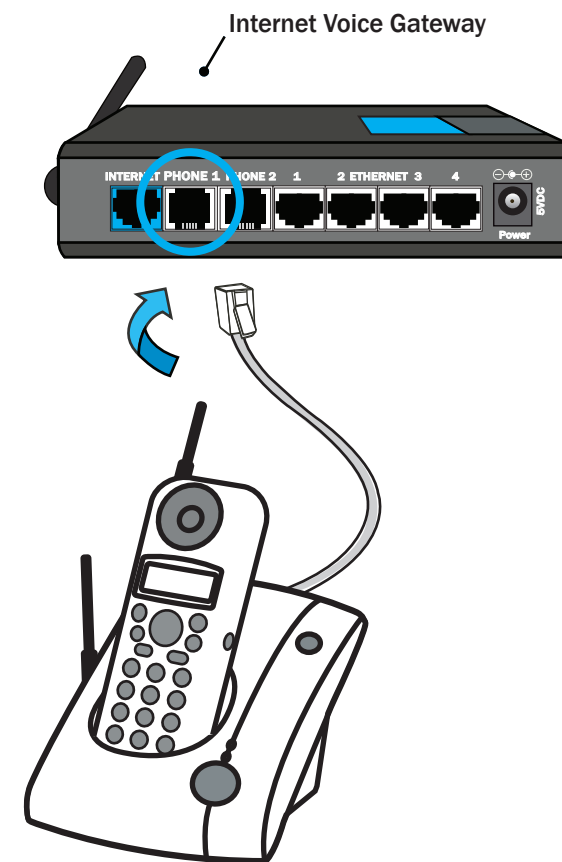
Step 1

Connect the coaxial cable emerging from your cable outlet to the CABLE port located on the back of the modem.



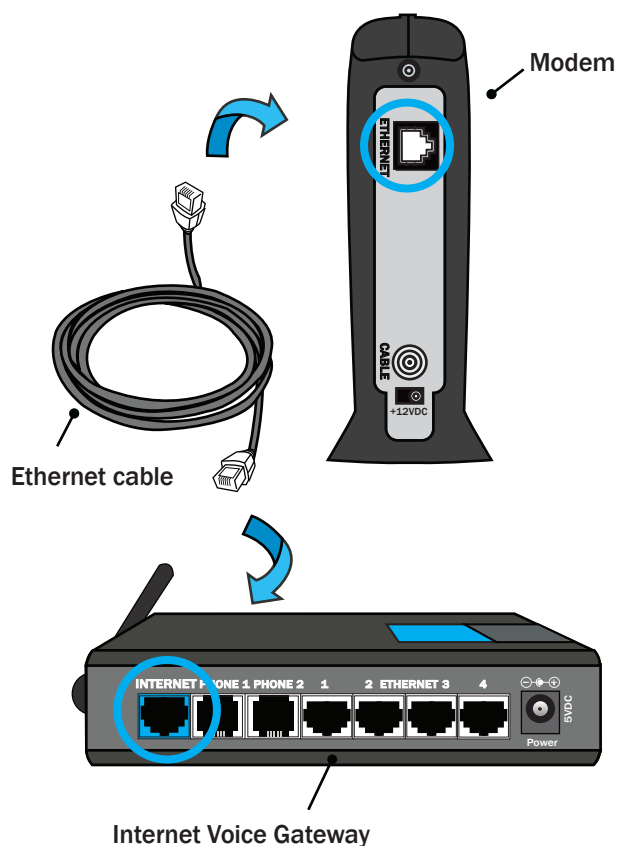
Step 2

Connect your telephone to the gray PHONE1 port located on the back of the Internet Voice Gateway. If you purchased two phone lines from Distributel, the gray PHONE2 port is for your second line.



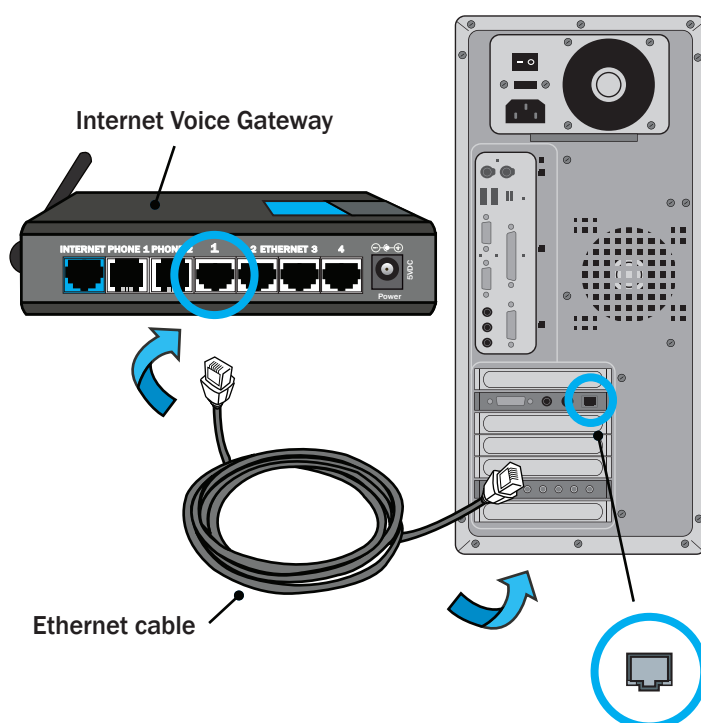
Step 3

Using one of the Ethernet cables provided, connect the modem's ETHERNET port to the blue INTERNET port of the Internet Voice Gateway.



Step 4

Using the other Ethernet cable provided, connect your computer to the yellow ETHERNET port of the Internet Voice Gateway. If you have more than one computer, make the same connection using the other yellow Ethernet port of your Internet Voice Gateway.



You may now turn all your devices back on.

Congratulations

Your setup is now complete!

To set up your wireless home network, please follow the step-by-step instructions on the Wireless Home Network Setup Sheet included in the Internet Voice Gateway box.

Contact us



To reach Customer Service, simply dial the toll-free number which corresponds to your place of residence.

Quebec 1 877 258-6024
Elsewhere in Canada 1 866 872-2800



To configure your Distributel email account and the 10 hours of Dial-Up Internet access included in your bundle, please refer to the Internet section of the Customer Centre at distributel.ca/customer-centre.

To learn more about Distributel or to contact us by email, visit www.distributel.ca.



For technical assistance, dial 6-1-1 from your Distributel Home Phone or from any other phone, dial the toll-free number listed above which corresponds to your place of residence or email us at technicalsupport@distributel.ca.

911 Service

There are differences between the 911 service dialled from your new Home Phone service and the 911 service associated with traditional telephone service. You must inform all users and potential users of the nature and limitations of the provided 911 service.

Emergency services > When you dial 911 from your Home Phone service, your call will be answered by our emergency service operator. Our operator will verify that you are still located at the address you have registered with Distributel. If you are still at this location, our operator will transfer your call to the appropriate emergency agency. If you have moved your Home Phone service equipment, you will need to provide our operator with your current location. They will determine the appropriate emergency agency, and then transfer your call accordingly. If you will be away from the service location you registered with Distributel for an extended period of time and will be taking your Home Phone service with you, you must update your 911 address with Distributel to ensure that the appropriate address is on file in the event of a 911 emergency call. This process can take up to 5 business days. Contact one of our customer service representatives to make changes to your 911 profile.

Important note > There may be an additional delay to transfer your emergency service call to areas not served by the 911 service associated with traditional telephone service.

When you are outside of Canada or the United States > If you dial 911 when you are outside of Canada or the United States, our emergency service operator will advise you to hang up and find a local phone and dial the appropriate emergency number (it may not be 911).

WARNING > Power disruptions or failures, Internet Service Provider (ISP) outages or unavailability and tampering with equipment will also prevent dialling to emergency service numbers including 911. The customer acknowledges and understands that Distributel cannot be held liable for service outages beyond its reasonable control. Please read the Terms & Conditions at www.distributel.ca for full details.