

Setup Guide

Référez-vous au verso pour les instructions en français.

High Speed Internet (DSL)



Home Phone



DISTRIBUTEL

Thank you for choosing Distributel

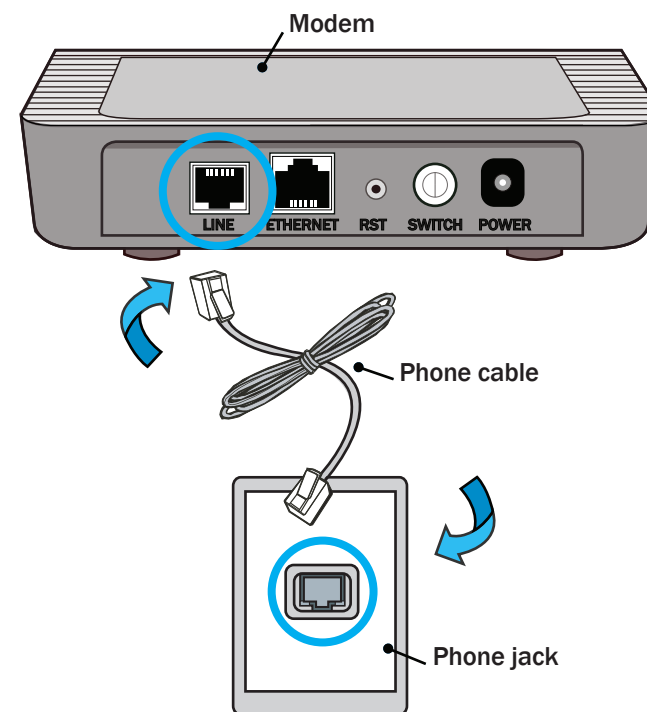
In order to ensure the smooth setup of your Distributel services, please follow the easy steps laid out in this guide. The setup kit for your Internet and Home Phone services should contain the following items:

- ✓ Ethernet cables (2)
 - ✓ Phone cable
 - ✓ Home modem and power supply
 - ✓ Quick Reference Booklet Complete Home Phone
 - ✓ Internet Voice Gateway and power supply
- You will only have received this booklet if you subscribed to the bundle which includes a fully-featured phone line.
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Before beginning the setup process, please ensure that your equipment is turned off.

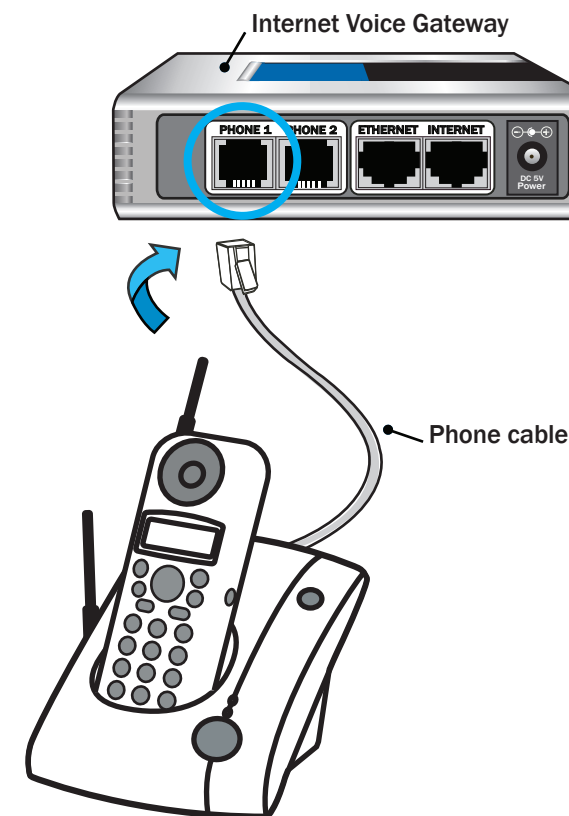
Step 1

Using the phone cable provided in your installation kit, connect the grey LINE port located on the back of the modem to your phone jack.



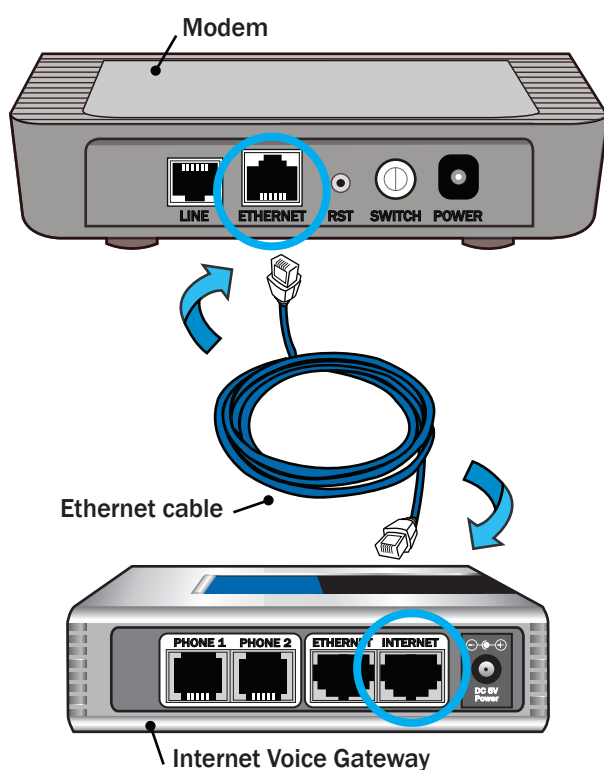
Step 2

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



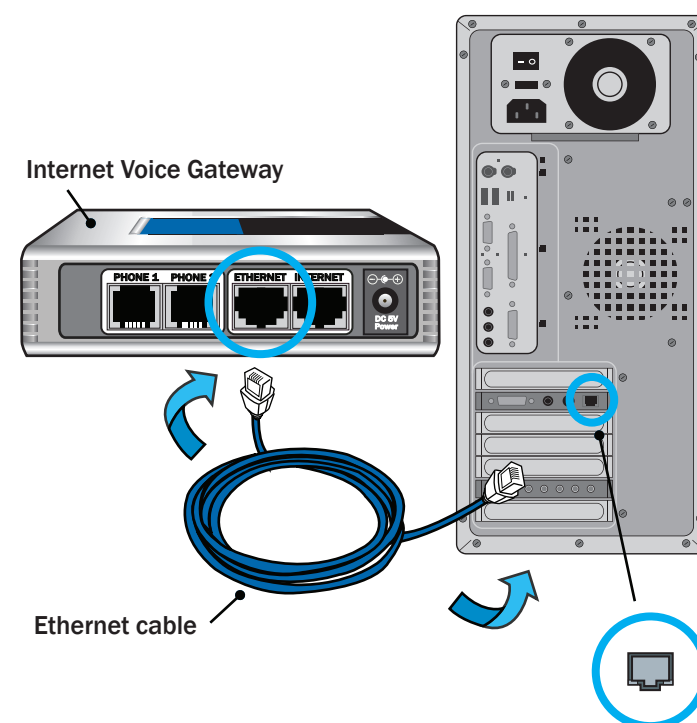
Step 3

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



Step 4

Using the other Ethernet cable provided, connect your computer (or the WAN port of your router if you would like a network setup) to the yellow ETHERNET port of the Internet Voice Gateway.



You may now turn all your devices back on.

Congratulations

Your setup is now complete!

If you have a question, require additional information or would like to provide us feedback, please contact us using one of the options provided below.

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.