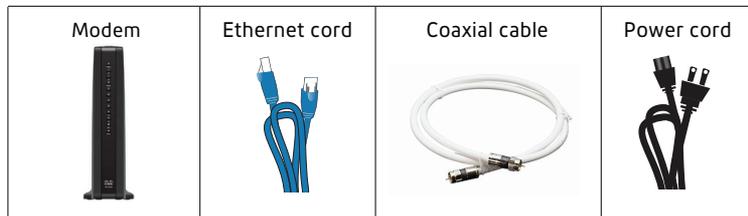


# Replacing your Cogeco Modem

The following items will be found in your modem set up kit:



## 1 Removing old equipment

- Disconnect your existing modem. Begin by unplugging the coaxial cable from the back of the modem.
- Unplug the power supply from the electrical outlet and the back of the modem.
- If you have any ethernet cables connected, unplug these from the modem as well.

## 2 Before connecting your modem

In the space below, record the serial number and MAC address of your modem. You will require these numbers to activate your new equipment. They are found printed on the sticker **underneath** or on the **back** of the modem.

Serial no. \_\_\_\_\_

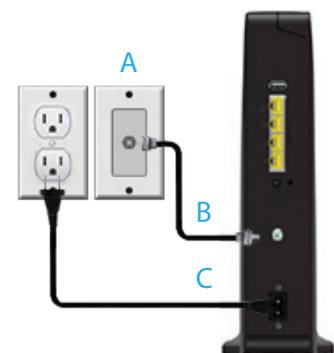
CM MAC. \_\_\_\_\_

## 3 Connecting your modem

To ensure the best signal strength, place your new modem in a centralized location of your home (such as a main floor living room). If possible, avoid placing your modem in a basement, near microwaves, inside closed cabinets or behind cement walls.

- Locate an active and unused coaxial wall outlet.
- Connect the coaxial cable provided from the wall outlet to the cable connector at the rear of your modem. Hand-tighten the connectors to avoid damaging them.
- Connect the power cord from the modem to an active wall power outlet. This will start the modem synchronization process.

**Note:** if you connect your modem to a power bar, please ensure that the power bar is always switched to the "ON" position.



## 4 Activating your modem

Once all your lights are on, it's time to get your wifi credentials. There are two options for this:

- You can connect your PC to your modem using the provided ethernet cable to get online and register for My Account.
- You can use your mobile device to register for My Account via [cogeco.ca](http://cogeco.ca)

Once you're registered for My Account you can view your wifi credentials.

## 5 Getting your WiFi Credentials

1. Log in to My Account.
2. Select Internet.
3. Select Wi-Fi Settings.

Don't have a My Account profile yet? Register at [myaccount.cogeco.ca](http://myaccount.cogeco.ca)

## 6 Connecting to your wireless device

Refer to FAQs on connecting to wireless device at [cogeco.ca/support](http://cogeco.ca/support)

## 7 Troubleshooting

STEP	ERROR	CAUSE	SOLUTION
Connecting your modem		No Coaxial outlet	Call Cogeco's Internet technical support at <b>1-888-767-7577</b>
Synchronizing your modem	No indicator lights	Electric power problem	Check that the electrical outlet is functional.
	The "DS" and "US" indicators blink in unison twice per second	Timing error	Call Cogeco's Internet technical support at <b>1-888-767-7577</b> to perform additional diagnostics.
	The "DS" indicator is blinking, or the "DS" and "US" indicators are blinking but not at the same time as the "ONLINE" indicator.	No signal on the wire cable. The jack may not be active and may not be connected to Cogeco's network.	<ol style="list-style-type: none"> <li>1. Attempt to synchronise using another cable outlet in your residence. If the plug's location is not convenient for you, please mention this to the agent when you call for activation. We will send a technician to activate the selected outlet. Installation fees may apply.</li> <li>2. If trying a different outlet does not work, call Cogeco's Internet technical support at <b>1-888-767-7577</b>.</li> </ol>

## 8 Returning your old modem

Gather all the equipment that came with your original Cogeco modem, including power cord / adaptor and ethernet cord.

- A. Insert the Cogeco equipment into the package provided, using newspaper or other paper to fill empty space.
- B. Seal the box shut with packing tape.
- C. Please affix the shipping label provided (with your name and address in the "From" section) over the original label on the package.
- D. Keep note of the Canada Post PIN starting with 7265 for tracking purposes.
- E. To return your package to Cogeco and avoid unreturned equipment charges, bring it to any Canada Post counter. You have 5 business days from the time you received this package to return your old modem free of charge using the enclosed pre-paid postage stamp. After that, the pre-paid postage will expire and you will have to pay for postage.
- F. To find the Canada Post location near you, visit [canadapost.ca](http://canadapost.ca).



For more support information visit [cogeco.ca/support](http://cogeco.ca/support)

