

Guide to installing/replacing your Home Phone Arris TG2472 modem

Thank you for subscribing to the Cogeco Phone service. This guide will assist you in connecting your new Home Phone modem.

Caution: While replacing your Home Phone modem, your phone and Internet services will not be operational. Although the process will only take a few minutes, we recommend you perform the procedure at a time when your Phone or Internet service is not actively being used in your household.

1 Installation and replacement

You can follow the same procedure to install a new Home Phone modem or to replace an existing one. Gather the following items to facilitate the installation or replacement of your equipment:

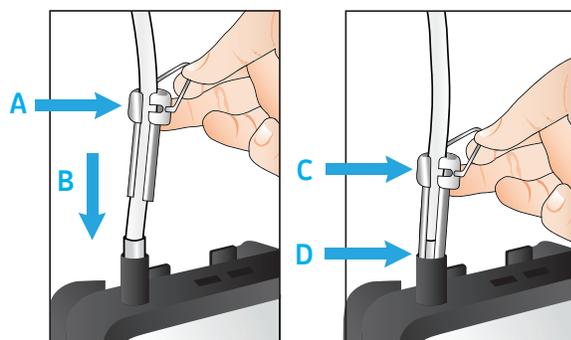


*Unlocking Tool and Return Label only provided for modems that are being returned.

2 Before connecting your new Home Phone modem

If you are replacing an existing modem that has a security sleeve on the coaxial cable, please follow these instructions about using the unlocking tool in order to disconnect the coaxial cable from the modem. If your modem allows you to unscrew the coaxial cable by hand, you do not need to use the unlocking tool.

For homes that have an alarm system connected via phone or Internet connection, we recommend that you notify the alarm company prior to disconnecting your modem in order to avoid any false alarms.

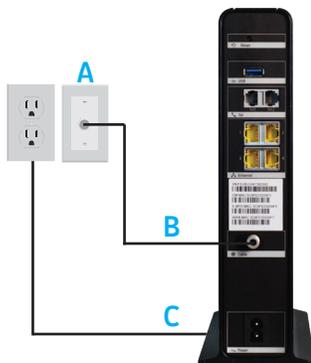


- Align the body of the unlocking tool with the cable.
- Push tool down towards security sleeve until firmly connected.
- Using tool handle, rotate counterclockwise until the cable is separated from the modem.
- Remove the security sleeve.
- Disconnect any telephone cords, Ethernet cables and phone cables located at the back of the modem.

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3 Installing/replacing your new Home Phone modem

Connecting the modem



- A. Locate a coaxial wall outlet in your home. If you are using Cogeco's Wi-Fi services, we suggest using an outlet that is centralized in your home for the best possible Wi-Fi coverage. Connect the coaxial cable to the wall outlet.
- B. Connect the coaxial cable provided to the cable connector at the rear of the modem. Firmly tighten the cables by hand to avoid damaging the connectors.
- C. Connect the power cord to the modem and to an active electrical outlet. This will start the synchronization process and may take up to 20 minutes for the modem to come online.
- D. If the US or DS lights are still blinking after 20 minutes, try moving your modem to another coaxial outlet in the home (if available) and repeat the above process. For further support, see the troubleshooting section at the end of this guide.

4 Connecting your telephone to the modem

If you are not subscribed to Cogeco's Home Phone service, skip to step 5.

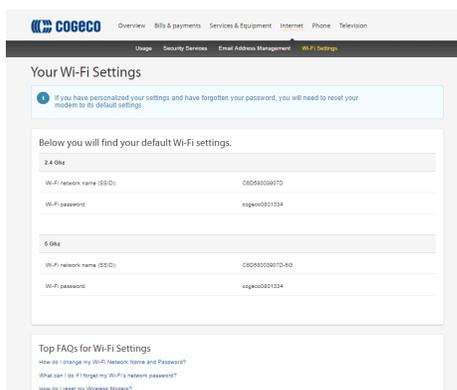


- A. If your phone uses an electrical power supply, ensure that it is connected to the base of your phone.
- B. Connect a telephone wire (not provided) from the base of your phone, and connect the other end of the wire to the "Line 1/2" phone jack on the back of the modem.
- C. If you subscribe to 2 telephone lines, you may attach a second telephone to the modem's Line 2 phone jack.

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5 Obtaining your Wi-Fi credentials

To obtain your Wi-Fi credentials:



A. Consult My Account at cogeco.ca/myaccount

B. Select **Internet**.

C. Select **Wi-Fi Credentials**.

To confirm that your Internet connection is working, connect your wireless device to the Wi-Fi using the provided name and password.

6 Connecting your Internet service

If you do not require a hardwired Internet connection, you may skip this step.



A. To create a hardwired connection to your device, connect one end of the Ethernet cable to your device's Ethernet port.

B. Connect the other end of the Ethernet cable to one of the Ethernet ports on the back of the modem.

C. You may repeat this process for up to 3 additional devices if required.

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7 Obtaining your phone number

If you have forgotten what phone number you have been assigned, dial 21# from your Cogeco home phone and a message will provide you with your phone number.

RETURNING YOUR OLD MODEM TO COGECO

If your modem has been replaced, we ask that you return it to Cogeco to be recycled. Place your old modem, unlocking tool and the power cable in a box. Place the provided Canada Post return shipping label on the outside of the box and return it via your nearest Canada Post location within 5 business days after receiving your new modem, in order to avoid potential unreturned equipment charges. You may use the cardboard box that you received your replacement modem in to return the equipment, or provide your own cardboard box.

TECHNICAL SUPPORT

For additional support, please contact us:
Ontario: 1-855-701-4881 Quebec: 1-800-695-9885
cogeco.ca/support

8 Self-serve options available on My Account



View and reschedule technician appointments



Manage your bills online



Access your Home Phone usage details



Download Cogeco Security to protect your devices



View your Internet usage

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9 Troubleshooting

Error	Cause	Solution
No available coaxial outlet to connect the modem		Contact Cogeco technical support to arrange for a technician to complete a professional installation. Installation charges may apply.
No lights on the front of the modem	Electrical power problem	Check the power connections on the modem. Ensure the electrical outlet being used is functional. If you are using a power bar, try plugging the modem directly into the electrical outlet on the wall.
The online light on the modem does not turn on after 20 minutes of being connected	The coaxial outlet where the modem was connected may not be active.	Try moving the modem to another coaxial outlet in your home and repeat Step 3 (Installing/replacing your new Home Phone modem). If the coaxial outlet's location is not convenient, please contact Cogeco to request a technician for professional installation. Installation charges may apply.
No dialtone when using the phone	Your phone is connected to the incorrect telephone jack on the modem.	Ensure that your phone is connected to the "Line 1/2" phone jack.
My TiVo system is not working after replacing my modem.	A guided set-up process is required for your system.	Contact Cogeco technical support for assistance.