

Self-installation guide for your **ARRIS TG3472** modem

Installation time: Up to 30 minutes
(including activation and setup)



Important: If you're replacing your modem, your Internet and phone service won't be operational during the replacement process. We recommend doing this at a time when you don't need the Internet or phone.

1 Installation kit

Your installation kit includes:



Modem



Coaxial cable



Ethernet cable



Power cord

2 Return your old modem

If this is a replacement modem, begin by disconnecting and packing up your old equipment. Make sure to follow the instructions in the enclosed **Equipment Return** guide to avoid any unnecessary charges.

3 Get your Wi-Fi credentials



To get your Wi-Fi credentials, check the sticker on the back of the modem. There, you will find your default wireless network name (SSID) and the password to join the network.

Tip: Take a picture of the label for quick reference later.

To validate your Internet connection, connect a wireless device to your Wi-Fi network using the default name and password. For steps to customize your network name and password, refer to [cogeco.ca/wificredentials](https://www.cogeco.ca/wificredentials).

4 Install and activate your modem

- 1 Locate a coaxial wall outlet. When deciding where to install your Wi-Fi modem, consider placing it:
 - Central to the areas where you use the Internet most often
 - Close to devices you need to connect by wire, such as a landline phone
 - Preferably 3 feet from the ground
 - In an open space, away from any obstacle that may block the Wi-Fi signal, such as wireless electronics, or materials such as metal, concrete or mirrored surfaces
- 2 Connect one end of the provided coaxial cable to the wall outlet and the other end to the cable connector on the rear of the modem. Firmly hand-tighten the cable to avoid damaging the connectors.
- 3 Connect the power cord to the modem and plug it into an active electrical outlet. This will start the synchronization process. Note that it may take up to 20 minutes for the modem to come online.

- 4 The online light on the front of your modem will blink blue while synchronizing and then change to solid green when complete.
- 5 If the online light is not solid green after 20 minutes, try moving your modem to another coaxial outlet in the home (if available) and repeat the above process.



5 Connect your phone service



- 1 If your phone uses an electrical power supply, make sure it's connected to the base of your phone.
- 2 Connect a telephone wire (not provided) from the base of your phone to the top phone jack on the back of the modem.
- 3 If you subscribe to 2 telephone lines, attach a second phone to the bottom phone jack.
- 4 If you don't remember what phone number you've been assigned, dial **21#** from your Cogeco home phone and a message will provide you with your phone number.

FAQs

For additional information, refer to the following online resources:

Self-installation: cogeco.ca/selfinstall

Battery backup: cogeco.ca/battery

Wi-Fi: cogeco.ca/wifisupport

Technical support

For additional support, please contact us:

Ontario
1-833-845-0064

cogeco.ca/support

Quebec
1-800-695-9885