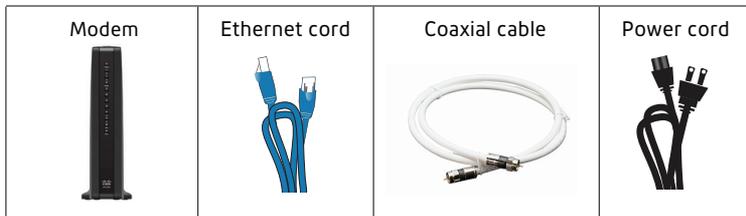


Setting up Cogeco Internet & Wi-Fi

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



1 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. _____

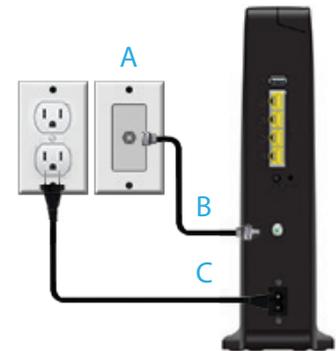
CM MAC. _____

2 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.



3 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

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

4 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

5 Connecting to your wireless device

Refer to FAQs on connecting to wireless device at cogeco.ca/support

6 Troubleshooting

STEP	ERROR	CAUSE	SOLUTION
Connecting your modem		No Coaxial outlet	Call Cogeco's Internet technical support at 1-888-767-7577
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 1-888-767-7577 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">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.2. If trying a different outlet does not work, call Cogeco's Internet technical support at 1-888-767-7577.

For more support information visit cogeco.ca/support

