

Instructions for installing and activating your AC DPC3848 wireless Internet modem



Before you begin

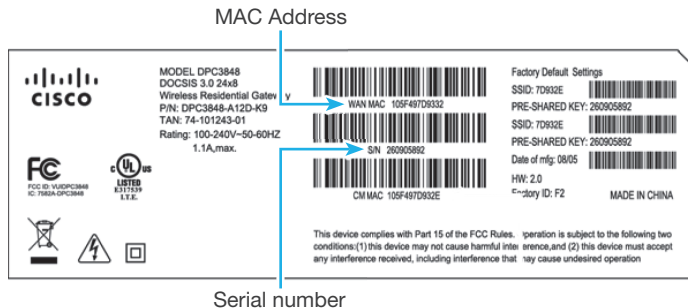
Please read the following instructions before proceeding with your installation.

Step 1

Take note of the following information, which will be required to activate your modem.

- Modem serial number
- Modem MAC address number
- Choose a name for your personal wireless network (SSID) – Max. 32 characters
- Choose a password for your personal wireless network – Max. 63 characters

The serial number (S/N) and the MAC address are on the back of the modem as shown:



Please enter the information here before starting:

Modem's serial number:

Modem's MAC address number:

Step 2

Modem Connection:

- Locate an active unused coaxial wall jack.
- Connect the coaxial cable provided in the box from the wall outlet to the modem's coaxial wall jack at the rear of your modem.
- Connect the modem's power cord to a power outlet and to the power supply socket at the rear of your modem. This will start the modem synchronization process.



Step 3

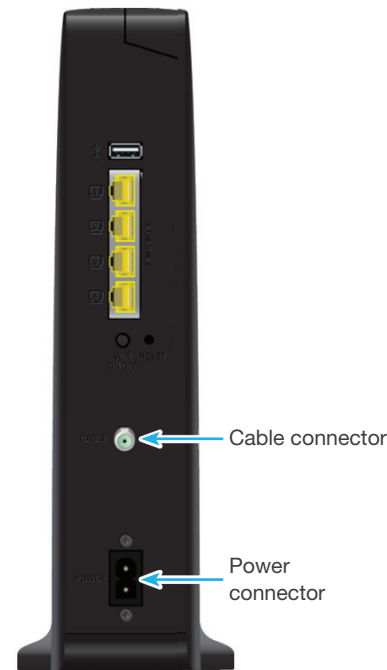
Synchronize your modem:

This synchronization may take approximately 10 minutes to complete.

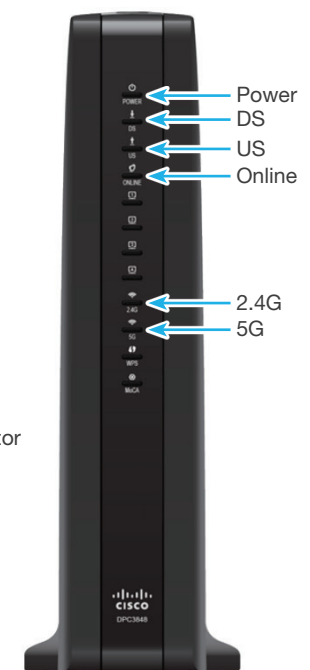
- Wait until the following three indicator lights on the front of your modem are blinking: DS, US, and ONLINE.
- Please proceed to Step 4 when the three indicator lights on the modem are blinking.
- If you do not see the correct indicator light pattern, please refer to the troubleshooting section of this guide.

Note: If a modem firmware upgrade is required, the modem will automatically detect this and the indicator light timing sequence will start a second time.

Rear view of the equipment



Front view of the equipment



Step 4

Activate your modem:

- a. To activate your modem, call the Cogeco Technical Support Centre at 1-888-767-7577.
- b. An agent will help you complete your activation.
- c. Your modem will be active when the three indicator lights, DS, US, and ONLINE, are blinking
- d. If you do not see the correct indicator light pattern, please refer to the troubleshooting section of this guide.

Step 5

Wireless Internet Connection Validation:

- a. To validate your Internet connection, log on to your wireless network using your computer, tablet, or mobile phone.
- b. Access the Internet using a web browser.
- c. Verify that:
 - i. Indicator light "2.4G" on the front of your modem is blinking when this Internet access point is operational and data is being transferred.
 - ii. Indicator light "5G" on the front of your modem is blinking when this Internet access point is operational and data is being transferred.
- d. Congratulations! Your personal wireless network is now functional.
- e. In case of error, refer to the troubleshooting section.

Step 6

Configure your Webmail:

To access your email from any location, please visit our website at www.cogeco.ca, select the Webmail tab, and follow the instructions to register. Your webmail address helps to keep you updated on exclusive promotions and notifications. It also provides access to My Account for eBilling, monitoring internet usage and making changes to your Cogeco packaging.

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 confirm whether the equipment is potentially defective.
	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.