



Contact us

We are here to help, feel free to contact us with questions or to provide feedback.

For additional information, please visit the FAQ section of our website at www.distributel.ca. To provide feedback, please submit a customer review via our website or our Facebook page. For other questions, please call our Customer Experience team at 1-877-810-2877. You can also receive Technical Support at the same number, or send an email to technical.support@distributel.ca.

High Speed Cable Internet Setup Guide



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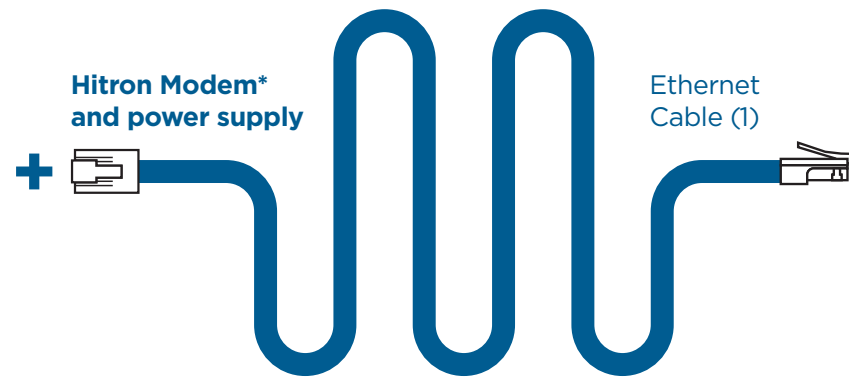


Thank You for choosing Distributel

In order to ensure the smooth setup of your Distributel High Speed Cable Internet service, please follow the easy steps laid out in this guide.



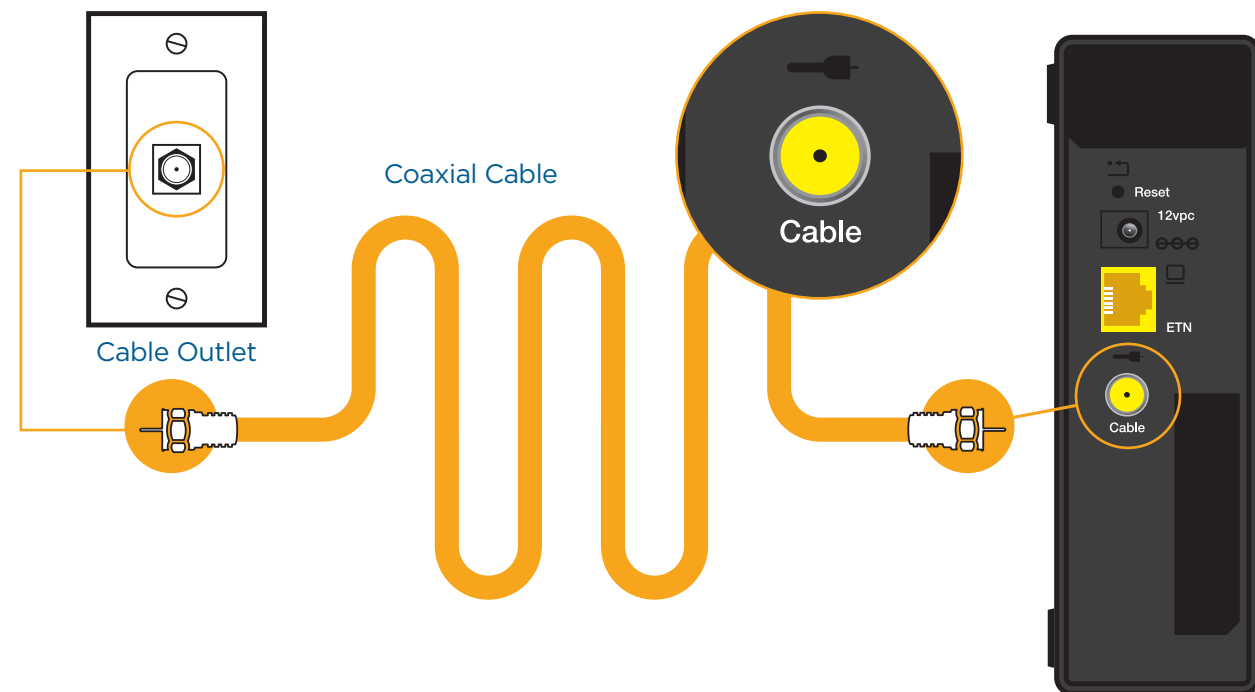
The setup kit for your High Speed Cable service should contain the following items:



*Please note that the modem shown is for the purposes of illustrating the setup process and may differ from your device.

⚠ Before beginning the setup process, please ensure that all of your equipment is turned off.

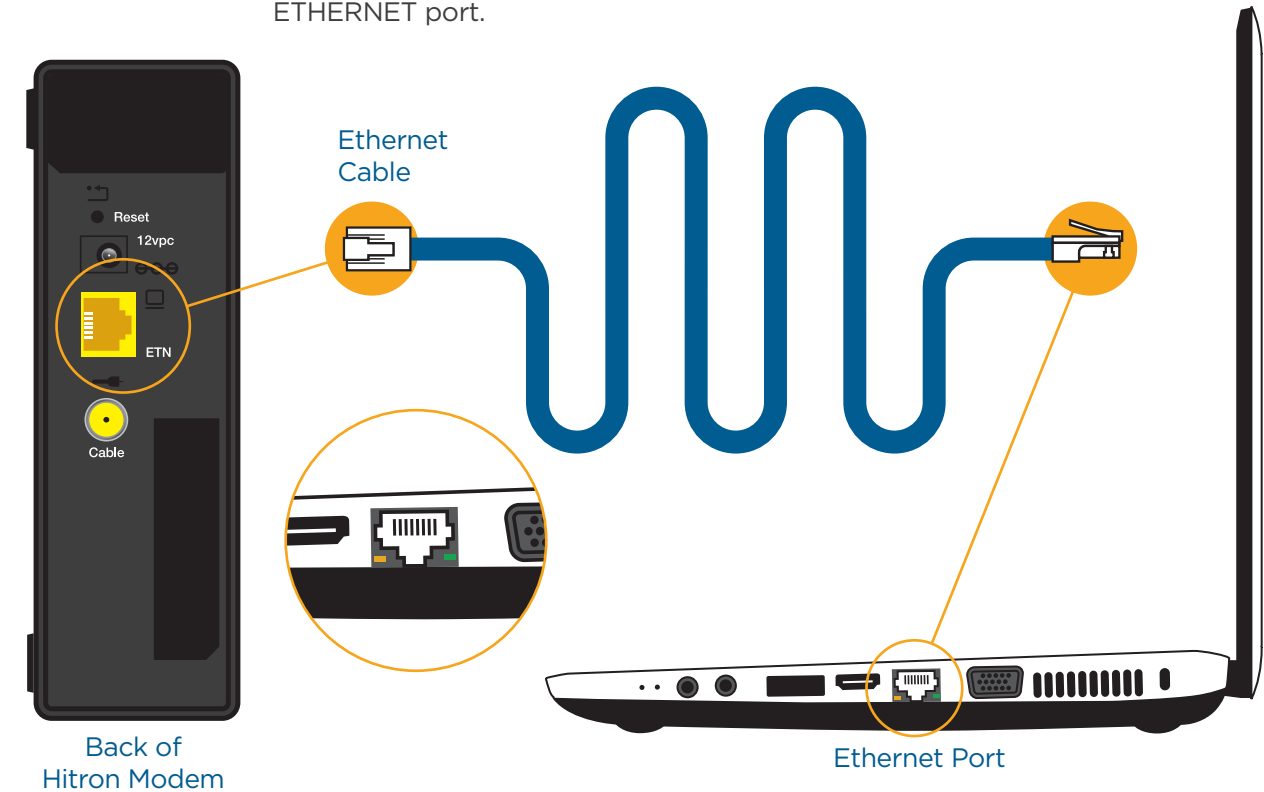
STEP 1 Connect the coaxial cable emerging from your cable outlet to the CABLE port located on the back of the modem.



⚠ If you require a longer length of coaxial cable, this can be purchased at most home electronic stores.

Back of Hitron Modem

STEP 2 Using the Ethernet cable provided, connect your laptop (or the Internet / WAN port of your router if you would like a network setup) to the modem's ETHERNET port.

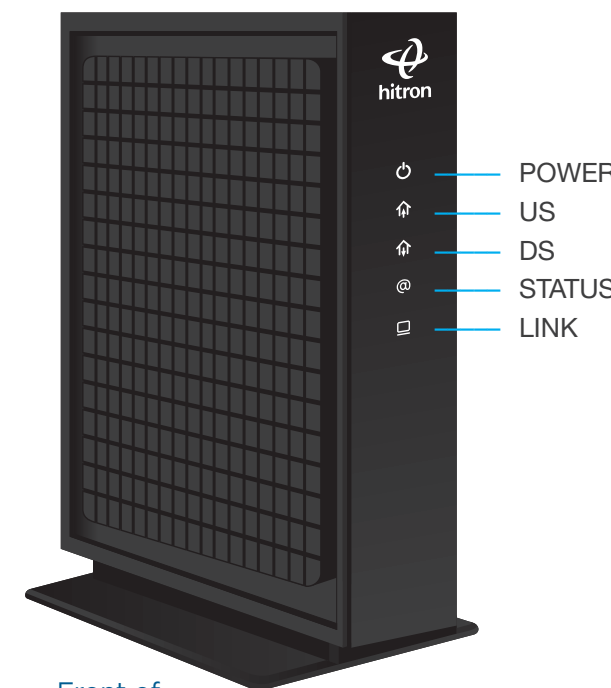


Back of Hitron Modem

Ethernet Port

⚠ You may now turn all your devices back on.

STEP 3 Please wait for the modem to boot-up. The modem must have solid POWER, US, DS and the STATUS green or blue lights displayed. The LINK light should be either solid or flashing. If the lights do not behave as described, repeat steps 1 and 2.



Front of Hitron Modem

HITRON CDA3 MODEM LIGHTS

LIGHTS	READ
POWER	Solid
US	Solid
DS	Solid
STATUS	Solid
LINK	Solid or Flashing

CONGRATULATIONS! YOUR SETUP IS NOW COMPLETE.

