DISTRIBUTEL

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.

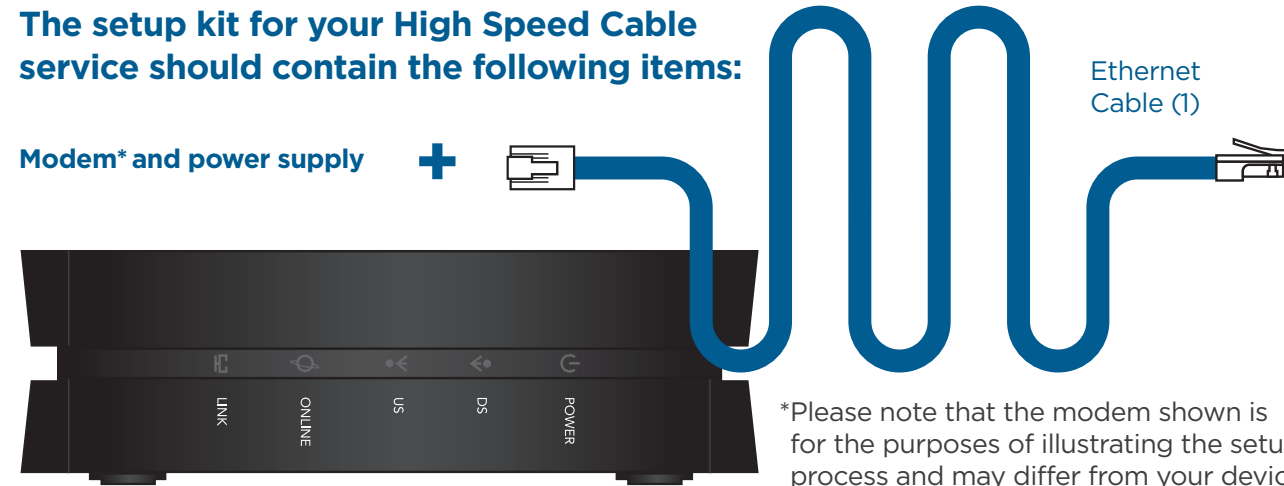# High Speed Cable Internet
Setup Guide

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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:

Modem* and power supply **+**

Ethernet Cable (1)

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

LINK ONLINE US DS POWER

⚠️ **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.

CABLE

Coaxial Cable

Cable Outlet

POWER ETHERNET RESET CABLE

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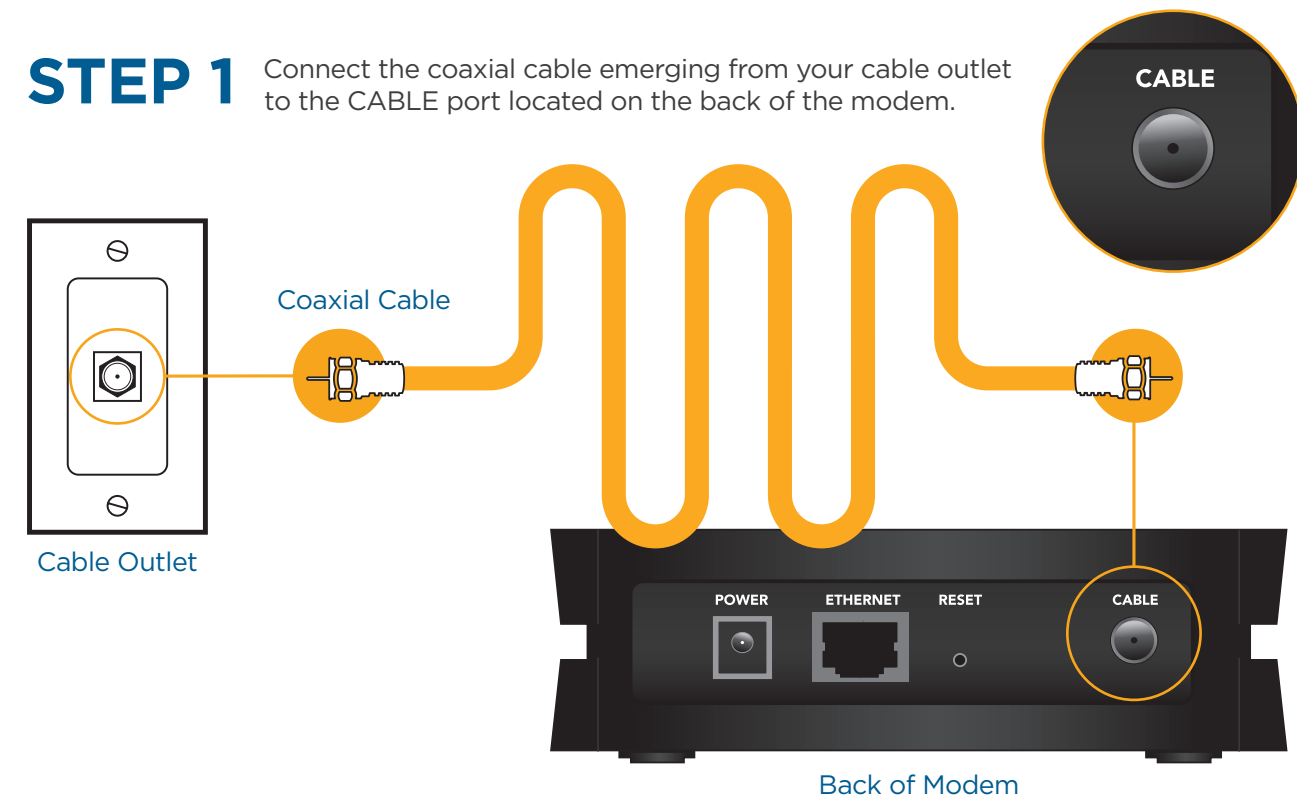
⚠️ **If you require a longer length of coaxial cable, this can be purchased at most home electronic stores.**

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.

POWER ETHERNET RESET CABLE

ETHERNET

Back of Modem

Ethernet Cable

Ethernet Port
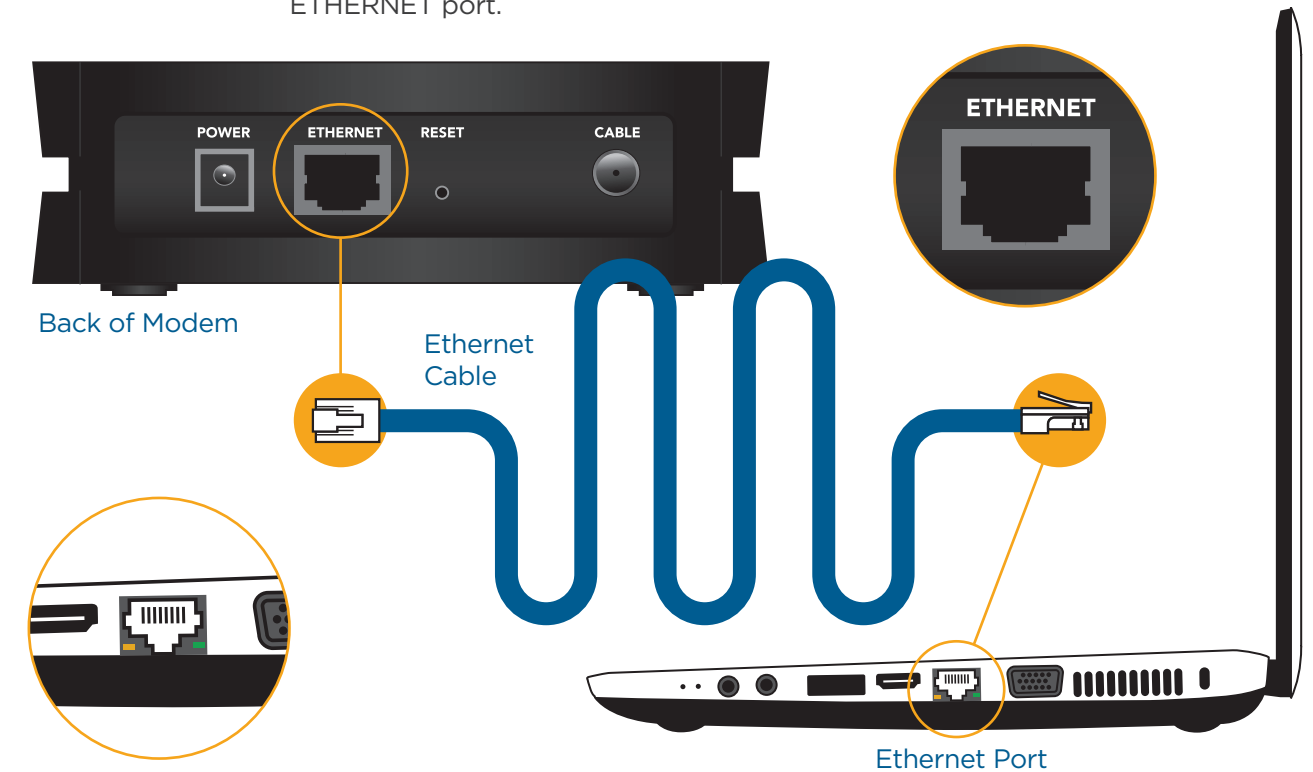
⚠️ **You may now turn all your devices back on.**

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

CABLE MODEM LIGHTS

LIGHTS	READ
Power	Solid Green
DS	Solid Green or Blue (Bonded Channel)
US	Solid Green or Blue (Bonded Channel)
Online	Solid Green
Link	Solid or Flashing Green or Blue (Gigabit)

LINK ONLINE US DS POWER

Front of Modem
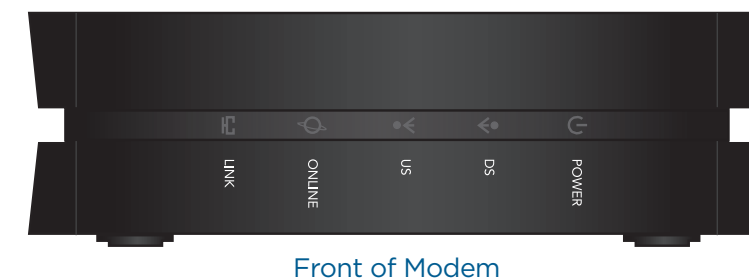
CONGRATULATIONS! YOUR SETUP IS NOW COMPLETE.