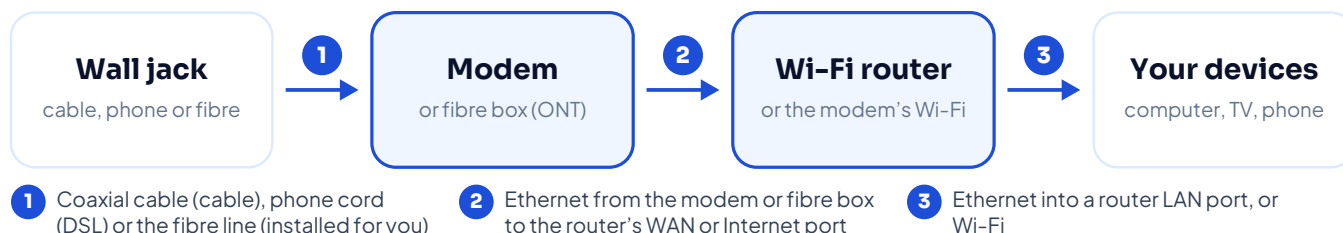


Connecting Your Internet

Your modem, router and home phone, set up in a few minutes

HOW IT CONNECTS



Cable or DSL internet

- 1 Plug the modem into a power outlet.
- 2 **Cable:** screw the round coaxial cable from the wall into the modem's cable port, finger-tight. **DSL:** plug the phone cord from the wall jack into the modem's DSL port.
- 3 Run an Ethernet cable from the modem to the router's WAN or Internet port.
- 4 Plug the router into a power outlet.
- 5 Connect your computer to a LAN port on the router with an Ethernet cable, or join the Wi-Fi.

Give everything about 5 minutes to come online.

DSL: the modem's phone cord goes straight into the wall jack, with no filter. Every other phone in the house needs a filter.

Fibre internet

A technician from the network owner runs the fibre line and installs the fibre box (ONT, the Optical Network Terminal); we book it for you, and it usually takes 2 to 4 hours.

- 1 Keep the fibre box plugged into power.
- 2 Run an Ethernet cable from the fibre box to the router's WAN or Internet port.
- 3 Plug in the router and connect your devices by Ethernet or Wi-Fi.

1.5 and 3 Gig plans: your router and network gear must support those speeds. Using your own router? Call support, option 4, for your connection settings.

Your installation day

For cable and DSL, a technician from the network owner activates your line. They are not required to plug in your equipment, so connect the cable to the modem while they are still there: it is the quickest way to confirm everything works.

Home phone adapter (VoIP)

- 1 Power down your devices, the modem included.
- 2 Run an Ethernet cable from the modem to the router's Internet port (or straight to the phone adapter's LAN port if you have no router).
- 3 With a router, run an Ethernet cable from the phone adapter's LAN port to a numbered port on the router.
- 4 Power up in order: the modem (give it time to reconnect), then the router, your computer, and the phone adapter last.
- 5 Plug your phone into the adapter's Phone 1 or Line 1 port.
- 6 Wait 4 to 6 minutes, then lift the handset and listen for a dial tone.

Rural Wireless and Air Fibre

We install the antenna on your roof or outside wall and the connection inside. The antenna is powered by a PoE adapter (it looks like a laptop charger plugged into the wall): keep it plugged in.

If it isn't working

Unplug the power cables for your modem (or fibre box, or PoE adapter) and your router from the wall. Wait 30 seconds, then plug them back in and give it a few minutes.

Do not unplug any network cables and **do not** press any reset buttons: a reset can erase your connection settings.

Rather we set it up? We can come to your home and connect everything for you. Ask support for the rate.

Support: (613) 865-7733, option 4 · Toll-free (844) 716-7733 · support@truespeed.ca

Mon to Fri 8:30 am to 5:00 pm, Sat 10:00 am to 2:00 pm · After hours? Submit a ticket: support@truespeed.ca