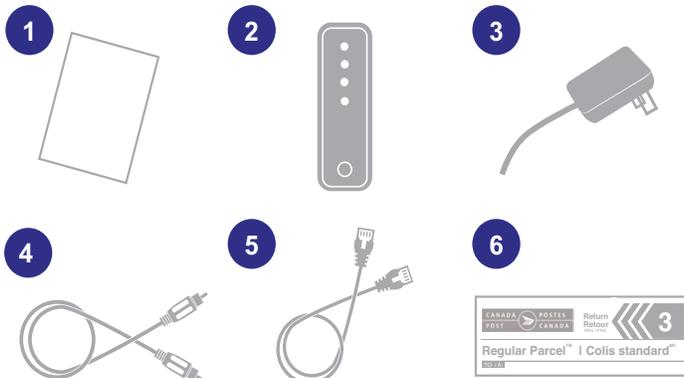


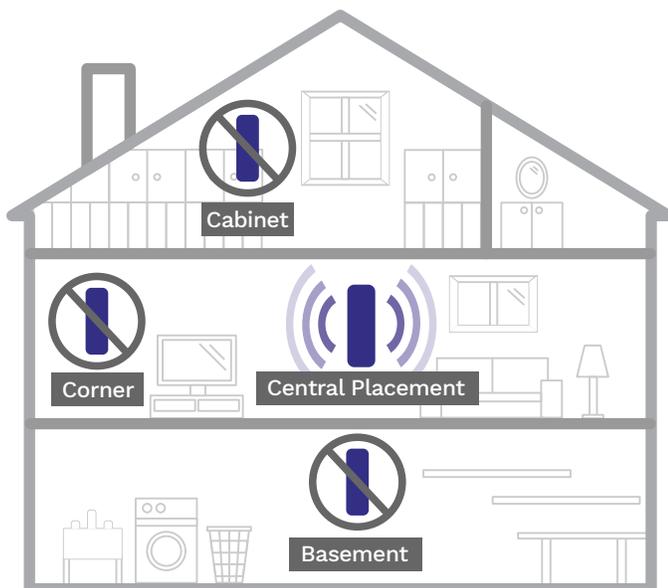
Eastlink Internet Install Guide

Install Kit Includes



1. Internet install guide
2. WiFi Modem
3. Power cord
4. Coax cable
5. Ethernet cable
6. Return Mail Label

Best placement for your new WiFi Modem

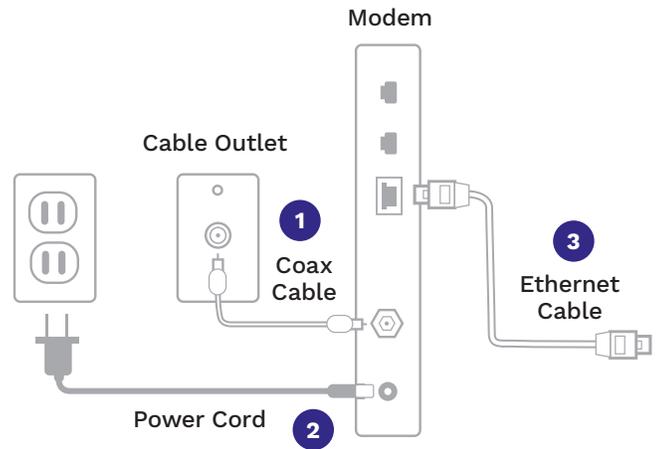


WiFi strength declines as a result of distance and layout of your house and can be impacted by the number of walls between the WiFi Modem and your devices.

Try to avoid placing the modem close to common sources of WiFi interference such as baby monitors, microwaves, electrical panels, cordless phones, etc.

Step 1: Getting Connected

1. Connect the cable from your cable outlet to the coax port on the back of the modem.
2. Connect the power cord to the modem and plug the power cord into an active wall outlet.
3. Connect one end of the supplied Ethernet cable to the back port of the modem and connect the other end to a PC or Laptop.



Step 2: Activating your WiFi Modem

If you picked up your modem from an Eastlink Store:

You are ready to go!

If you have received your modem through the mail,

please call 1-866-238-2390 and follow the prompts to activate your new modem.

Step 3 (Optional): Personalizing your Network

We recommend that you make your WiFi connection personalized and secure.

If directed to the Easy Connect Welcome Screen, please click on the option to “Set-up your WiFi” to add a personalized network ID and password.

If not directed to an Easy Connect Welcome Screen, you can find step-by-step instructions on our website at eastlink.ca/wifihelp.

Step 4: Connecting your devices to your new WiFi Network

WiFi

Select the Network Name (SSID) and enter the Security Key when prompted for a Password. If you personalized your Network Name and Password, connect your devices to your new WiFi Network using the values you have chosen.

If you have not personalized your Network Name and Password connect your devices to your new WiFi Network using the SSID and PassPhrase information located on the bottom of your modem.

Wired

To establish a wired connection, please use the Ethernet cable provided and plug one end into an Ethernet port on the back of the modem, and the other end into your device or computer.



How to return your existing Internet modem

Use the enclosed prepaid shipping label to return your old Internet modem free of charge to Eastlink. The old modem can be dropped off at any Canada Post Outlet – please keep a record of the tracking number.

Helpful Tips

If you experience a power outage, or are having trouble re-establishing an internet connection:

1. Disconnect the power cord from your modem for a minimum of 30 seconds and plug it back in.
2. Wait for the lights on the front of your modem to come back on which should re-establish the WiFi network.

Additional Internet Support can be found at eastlink.ca/internethelp.

Thank you for being an Eastlink Internet customer!

We are here to help if you have any questions or concerns. Please visit: www.eastlink.ca/customer-support or to chat with one of our representatives, or call us at 1-888-345-1111.