

### START HERE

**Welcome!** ACN is pleased to have you as a High Speed Internet customer. Please follow these instructions to begin using your service right away.

## 1. What You Need to Get Started

- 1) Ensure you can identify and have all of the items shown
- 2) Turn off your computer
- 3) Remove your current modem, all cables and power adapters
- 4) Open your modem box
- 5) Locate the cable connection

**Inside the Box: Your modem box contains the following parts**



Cable Modem



Modem Power Supply



Ethernet Cable

## 2. Connecting Your Modem

Using the cable connection in your home follow the blue path to connect your modem



Attach the cable to the cable port on the modem using at least 3 clockwise rotations or until securely fastened. Then remove the power adapter from the modem box and plug it into the "POWER" connector. You may now connect the other end of the power adapter to a power outlet. **We recommend waiting for your due date to connect the modem.**

You may need to wait up to 10 minutes for the cable modem to connect to the Internet

## 3. Connecting to Another Device

- 1) Once the "ONLINE" indication is solid green, you can connect an Ethernet cable from the Ethernet port of the modem to an Ethernet compatible device (Phone Adapter, Videophone or a Router). Recommended setup is to connect the Ethernet Cable from the Ethernet port of the modem to the WAN Port on your Router. (If necessary, please consult your router manufacturer's user manual for the proper installation steps.)
- 2) If you are using a Phone Adapter or Video Phone refer to those product's installation guides for instructions on how to connect an Ethernet cable to your device.

**Have Questions? Visit [www.acnservices.com/ca](http://www.acnservices.com/ca)**