

High Speed Internet set up guide



Read
me first



 **TELUS**®

Welcome

Thank you for choosing TELUS. The 10 simple steps in this guide will help you set up your modem and quickly connect to the Internet.

If you have questions after reading this guide, please call 310-TECH (8324).

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What's in the box

- Modem
- Power adaptor
- Ethernet cable
- Telephone cable
- Telephone jack splitter
- Microfilters

Set up

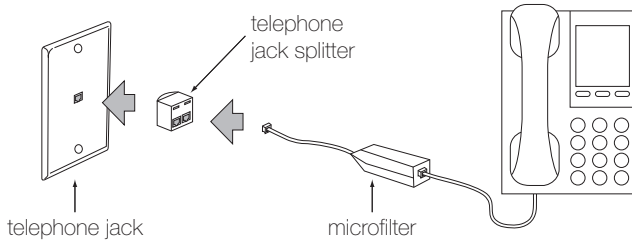
Step 1

Locate the telephone jack closest to your computer and insert the **telephone jack splitter** into this jack.

Step 2

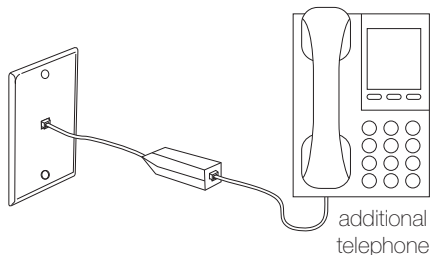
If the telephone jack will be used for a telephone as well, insert a **microfilter** into one of two ports of the **telephone jack splitter** and connect your telephone to that **microfilter**.

Microfilters eliminate interference during telephone calls.



Step 3

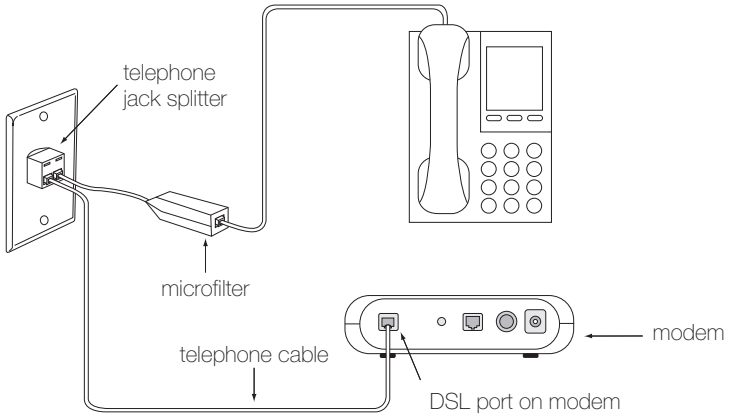
Connect the remaining **microfilters** to all other telephone jacks in your home that are connected to a telephone, fax machine, answering machine or any other equipment.



Step 4

Plug one end of the **telephone cable** into the empty port on the **telephone jack splitter** and the other end into the **grey DSL port** on the back of the **modem**.

Important: Do not connect a microfilter between the modem and the telephone jack splitter.



Step 5

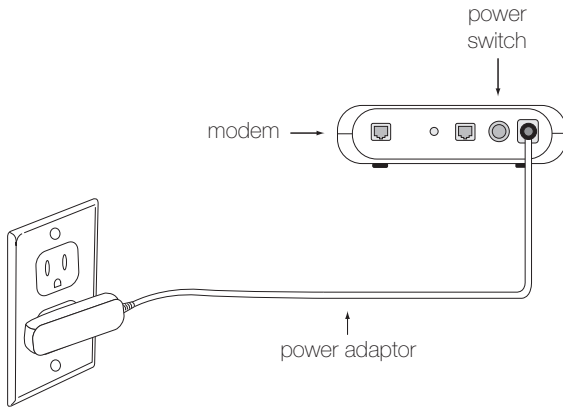
Plug the power adaptor into the closest power outlet.

Step 6

Connect the power adaptor to the modem.

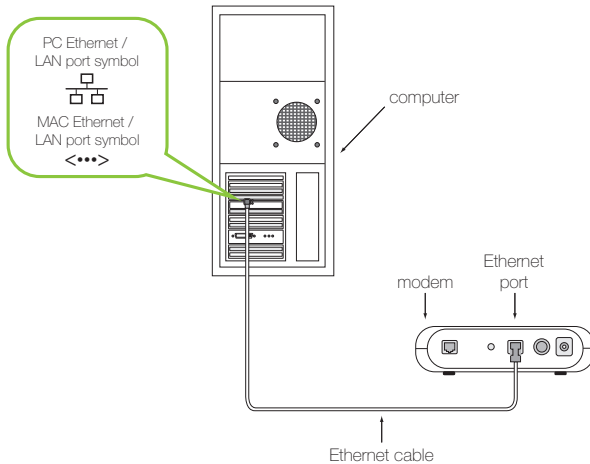
Step 7

Push the power switch on the back of the modem to the ON position.



Step 8

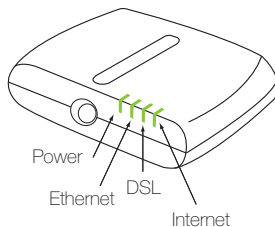
Plug one end of the **Ethernet cable** into the Ethernet or LAN port on your desktop or laptop computer and the other end into the Ethernet port on the back of the **modem**.



Step 9

Wait for 4 green lights to appear (Power, Ethernet, DSL and Internet). It may take a few minutes for the 4 lights to appear.

Important: If all four lights do not turn green please refer to the trouble shooting section of this guide on page 8.

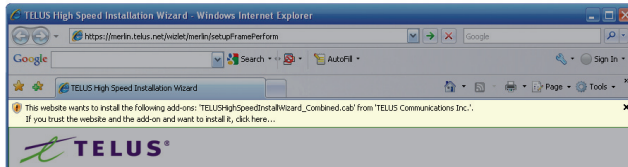


Step 10

Open your Internet Browser (ie. Internet Explorer).

Follow the TELUS High Speed Internet setup screens to accept the TELUS service agreement and to complete your setup.

Important: Depending on your security settings, you may see a warning at the top of your browser prompting you to install the add-on, TELUSHighSpeedInstallWizard. You must click on it to continue your setup.



Look for the add-on bar at the top of your screen.

Congratulations, you have completed the TELUS High Speed set up process.

See reverse for trouble shooting and frequently asked questions. →

Trouble shooting

ISSUE	POSSIBLE RESOLUTION
Internet connection issues – Mac user	<p>You may need to confirm your network settings by following these simple instructions:</p> <ul style="list-style-type: none">■ Click the Apple menu■ Choose System Preferences■ Click the Network icon■ From the show dropdown menu, select Built-in-Ethernet■ Choose the TCP/IP tab■ Set the configure menu to Using DHCP■ Leave the remaining fields blank■ Click Apply now and close window
Power light is not green	<ul style="list-style-type: none">■ Ensure the on/off switch on the back of the modem is set to ON■ Check your power adaptor to ensure it is connected to a live outlet – check that the outlet works or try a different power outlet for the modem

Trouble shooting continued

ISSUE	POSSIBLE RESOLUTION
Ethernet light is not green	<ul style="list-style-type: none">■ Verify that the Ethernet cable is properly connected from the Ethernet port on your modem to the Ethernet/LAN port on your computer and the computer is turned on■ Within the Internet network settings on your computer, ensure that the Ethernet connection is set to enabled
DSL light is not green	<ul style="list-style-type: none">■ Ensure your High Speed service activation date has arrived (typically 5 business days after your order has been placed)■ Verify the telephone cable is properly connected to the modem (grey DSL port) and the telephone jack■ Ensure that you do not have a microfilter connected to the telephone cable that connects your modem to the telephone jack■ Test the telephone line is active by plugging in a regular telephone and listen for a dial tone■ If none of the above solve the issue, unplug the power adaptor for 30 seconds to reboot

Trouble shooting continued

ISSUE	POSSIBLE RESOLUTION
Internet light is not green	<ul style="list-style-type: none">■ Unplug the power adaptor and wait for 30 seconds before reconnecting. This will reboot your modem■ A blinking or solid green light means the modem is working
TELUS High Speed Internet setup screen is not displayed	<ul style="list-style-type: none">■ Verify that the following four lights appear on your modem (Power, Ethernet, DSL and Internet). If not, please review the trouble shooting section for the light that is not lit.■ If this does not solve the issue, unplug the power adaptor from the modem for 30 seconds to reboot.

Frequently asked questions

How do I replace my current modem with a new one?

- Unplug your old modem and follow the set up instructions beginning on page 4

What is my TELUS username and password?

- The TELUS username and password were provided when you ordered the service and allow you to access email, TELUS security services, webspace and TELUS Support Centre. If you can not remember your username and password please call 310-TECH (8324).

How do I get additional microfilters?

- Call 310-4NET (4638)

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