

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.acanac.com. 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 1-866-281-3538. You can also receive Technical Support at the same number – you can also send us an email at technical.support@acanac.com.



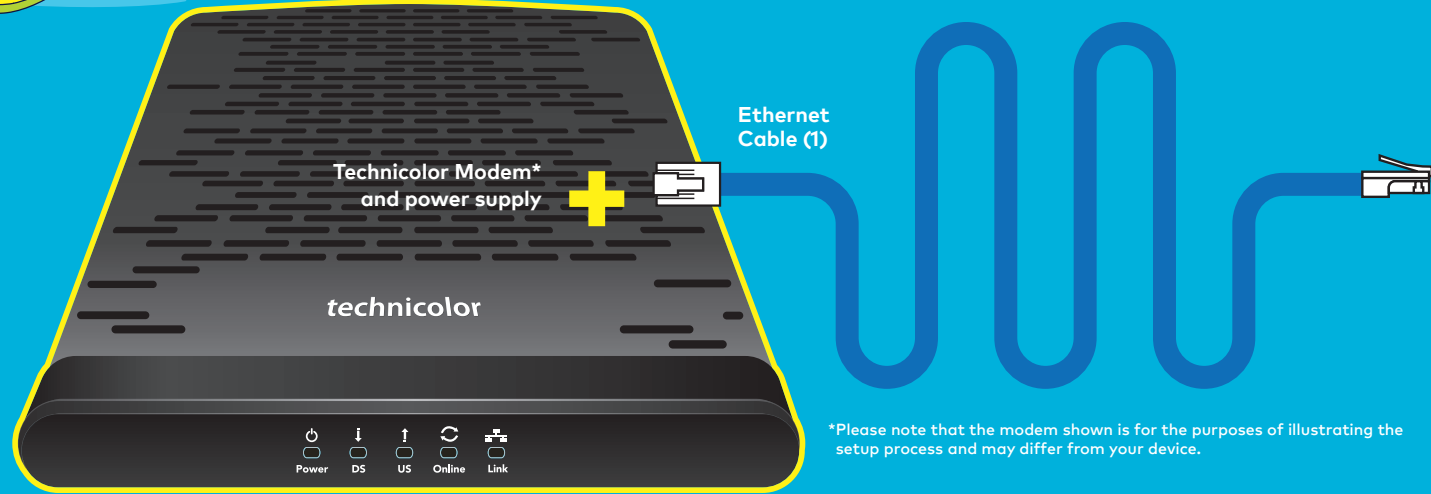
High Speed Cable Internet Setup Guide



Thank You for choosing Acanac

In order to ensure the smooth setup of your Acanac High Speed Cable Internet service, please follow the easy steps laid out in this guide.

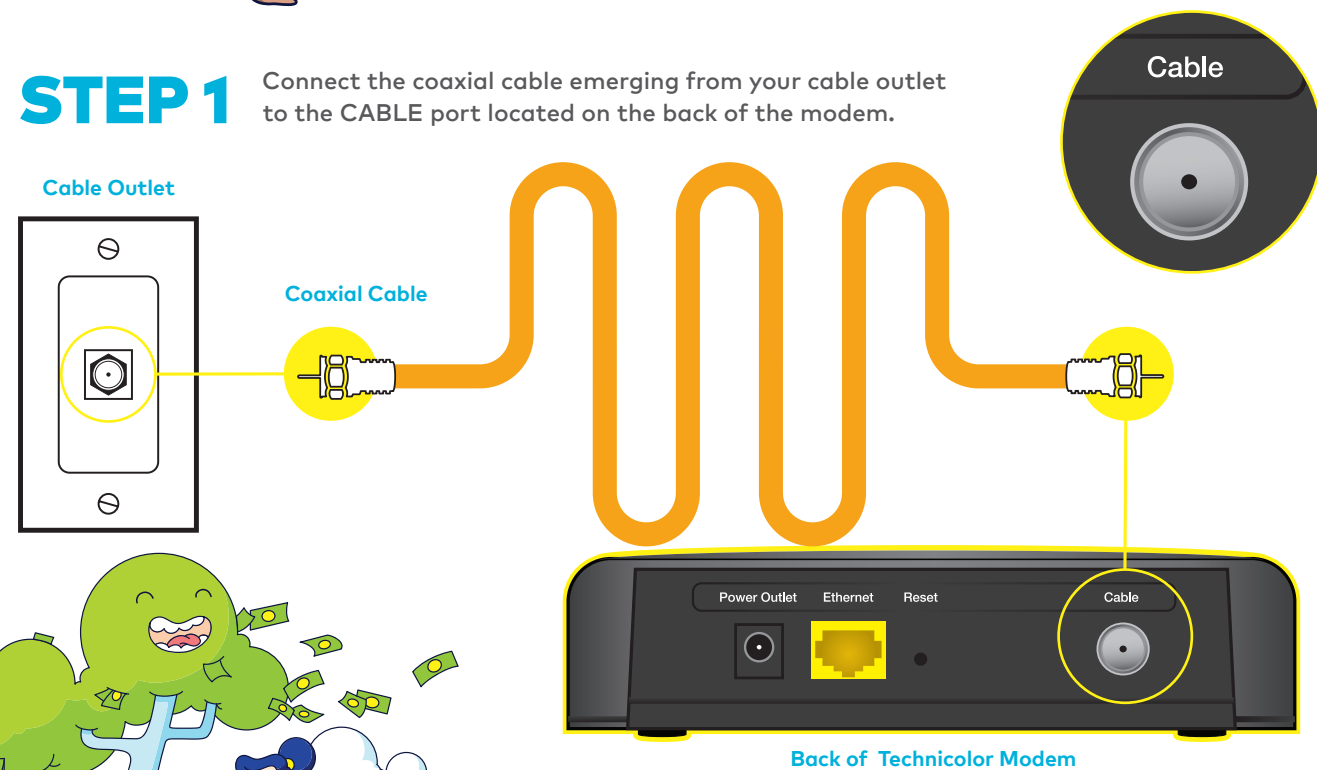
The setup kit for your High Speed Cable service should contain the following items:



Before beginning the setup process, please ensure that all of your equipment is turned off.

STEP 1

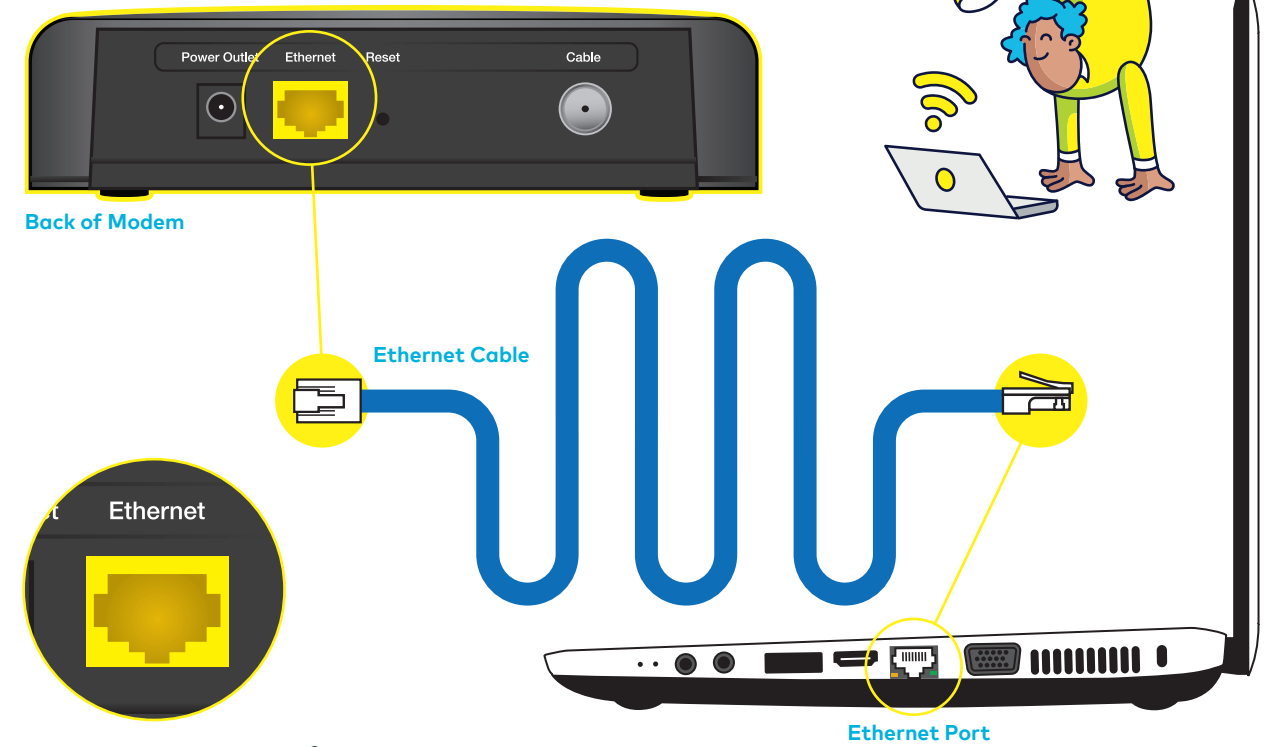
Connect the coaxial cable emerging from your cable outlet to the CABLE port located on the back of the modem.



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

STEP 2

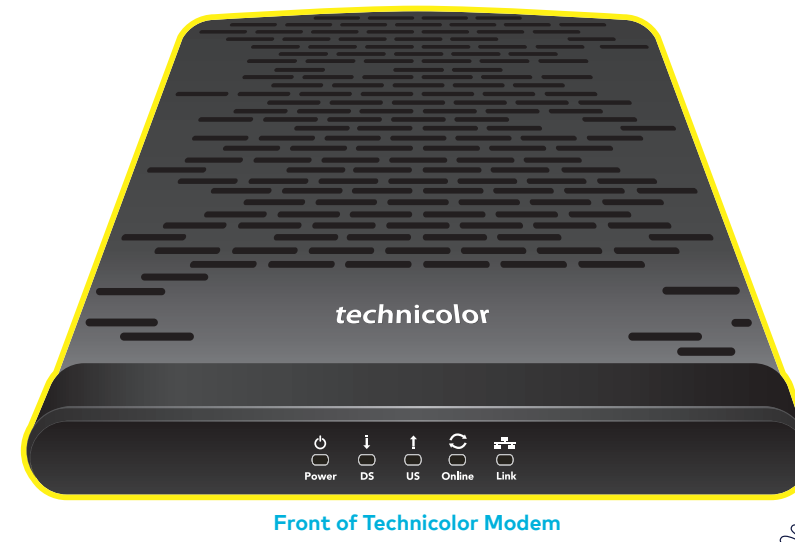
Using the Ethernet cable provided, connect your laptop (or the Internet / WAN port of your router if you would like a network setup) to the modem's ETHERNET port.



You may now turn all your devices back on.

STEP 3

Please wait for the modem to boot-up. The Technicolor modem must have solid POWER, DS, US and ONLINE green or blue lights displayed. 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.



Technicolor Modem Lights

LIGHTS	READ
Power	Solid
DS	Solid
US	Solid
Online	Solid
LINK	Solid or Flashing

CONGRATULATIONS! YOUR SETUP IS NOW COMPLETE.

