

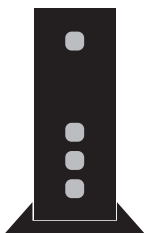


How to install your Modem.

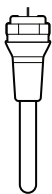
Everything you need for set up.

Shaw) Business

What's in the box?



Modem



Coax
cable



Power
cord



Ethernet
cord

Before you start.

- Just like with a recipe, take a moment to read through the instructions.
- Watch a quick instructional support video at **business.shaw.ca/SelfInstall**
- Note that your Internet connection will be offline while you switch out modems.
- Notify anyone who relies on your Internet that it will go down for a short time while you make the switch.
- To reduce downtime, switch to your new modem during quiet times, such as after hours or a slow time.

1. Let's get connected.

Follow these quick steps to install your new modem. Please note that the connections on your new modem may not be exactly as shown, but please follow the suggested steps and you should be good to go and back to business.

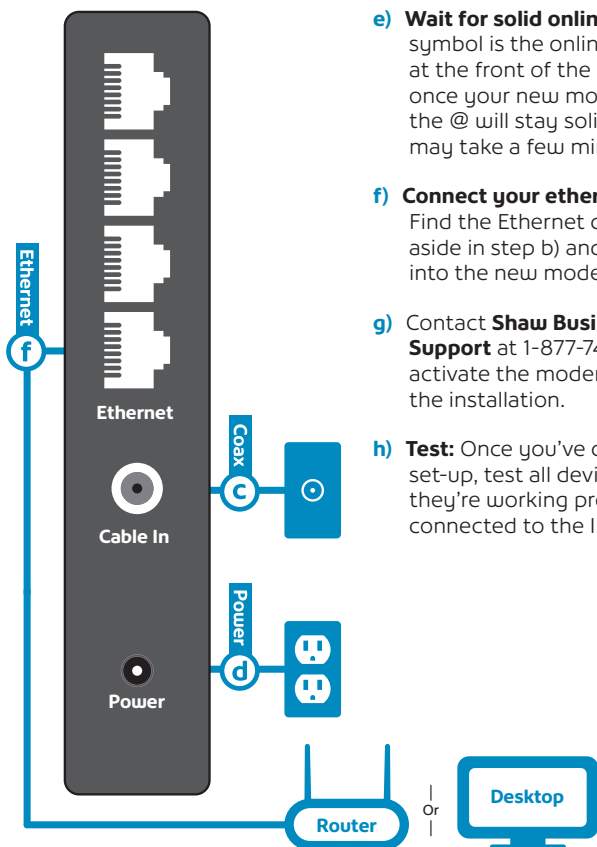
- a) **Find your current modem:** some typical locations are electrical rooms, the supply room, or next to your networking equipment.
***Remember** to read the **Before you start** instructions and watch the support video before proceeding.
- b) **Disconnect your modem:** Remove your old modem and unplug its power cord. Also unplug the Ethernet cord and set it aside.
- c) **Connect the Shaw coax cable:** Plug in to the coax wall outlet and into the Cable In connection on your new modem. Make sure the connection is secure and finger tight.
- d) **Connect the power cord:** Connect to the new modem and wall outlet.

e) **Wait for solid online light:** The @ symbol is the online light located at the front of the modem, and once your new modem is ready, the @ will stay solid green. This may take a few minutes.

f) **Connect your ethernet cord(s):** Find the Ethernet cord you set aside in step b) and connect it into the new modem.

g) Contact **Shaw Business Technical Support** at 1-877-742-9249 to activate the modem and finalize the installation.

h) **Test:** Once you've completed the set-up, test all devices to ensure they're working properly and connected to the Internet again.



What should you do with your old modem?

Best thing to do with your old modem is e-cycle it. We've prepared a handy list of local resources.

You can find these at **business.shaw.ca/SelfInstall**

We're here to help.



Please visit **business.shaw.ca/SelfInstall** for more info and helpful tips.



You can also email Shaw Business Technical Support at **technicalsupport@shawbusiness.ca** or call **1-877-742-9249** if you have any questions.

