What should you do with your old modem?

Please, mail-in your old modem using the Canada Post return postage label, provided in your self-install kit.

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.

Shaw) Business

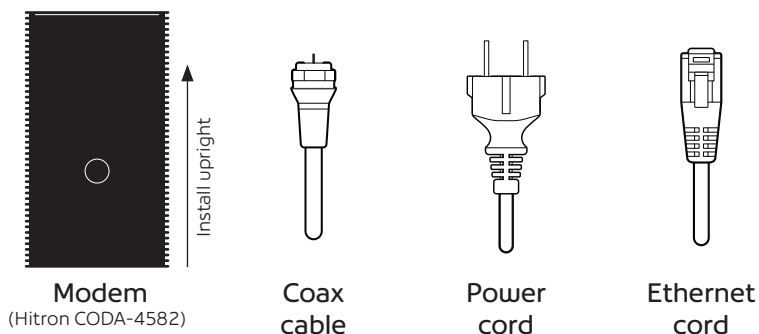# How to install your Modem

Everything you need to set up your Hitron CODA-4582 Modem.

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What's in the box?

Modem
(Hitron CODA-4582)

Coax cable

Power cord

Ethernet cord

Install upright

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.

Easy Connect

This modem includes Easy Connect. Allowing you to create your network name and password and making it easy for employees and guests to connect to your network.

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.

Note: Please make sure the modem is set up in a upright position, and all vents are unobstructed.

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

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

g. 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.

h. Locate your network name: The back of your modem contains a default WiFi network name and default key, which will log you into your default WiFi network.

i. Enable your WiFi: Check to ensure your WiFi is enabled on all wireless devices.

j. Connect to your Easy Connect WiFi network: To do this first follow step "g" to log into your default WiFi network.

k. **Once you have logged into the default network you can begin setting up your custom password & network name:** Open a new web browser and follow the on-screen Easy connect instructions.

Note: password must be at least 8 characters.
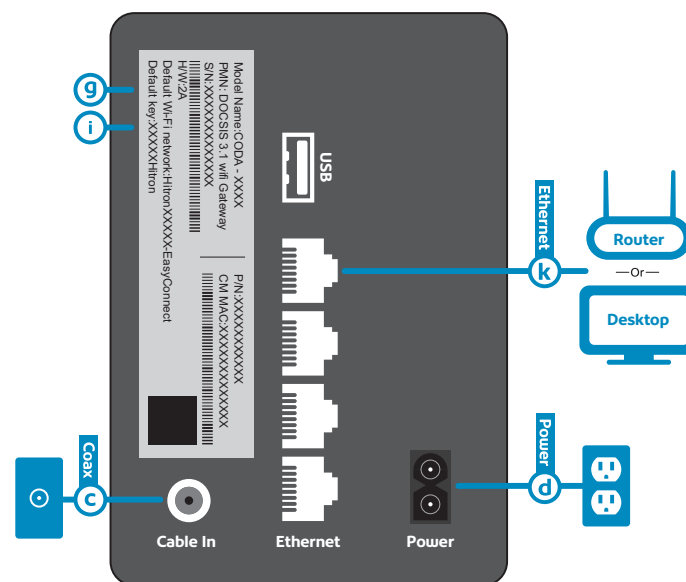
Note: If you have your own router that you would like to keep active, please visit business.shaw.ca/selfinstall for details on your unique set-up details.