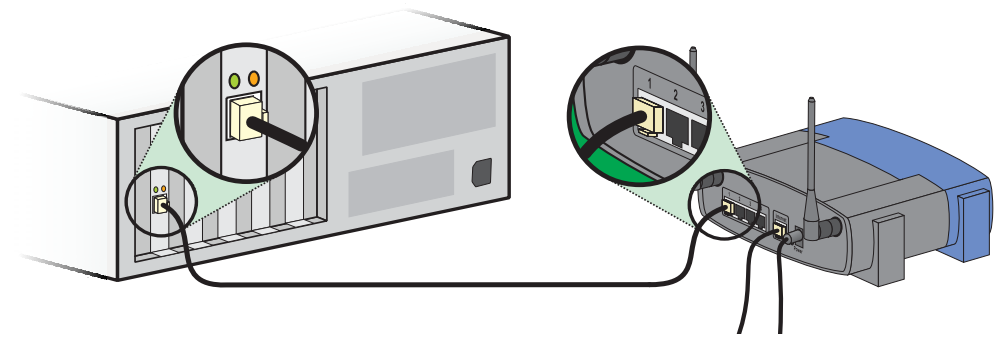


23 Ensure that one end of a network cable is connected to your computer and the other end to a numbered port on the back of your router.



26 Register your Rogers Hi-Speed Internet account.

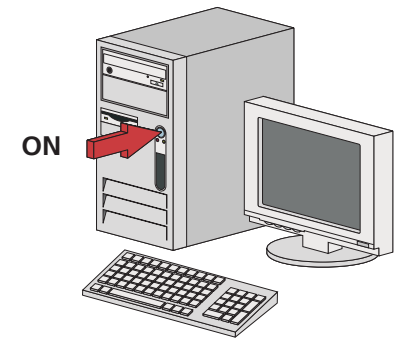
Go to rogers.com/begin and click

Enter your registration key and number

27 Activate your Rogers Hi-Speed Internet account.

When prompted, enter your Registration Key and Registration Number found on the last page of your user guide.

24 Turn your computer **ON**.



28 Continue to follow the onscreen instructions to create your @rogers.com* email address.

The onscreen instructions will take you through the set-up process, which includes the creation of your @rogers.com* email address.

Congratulations! Your installation is complete. To find out how to get your @rogers.com* email or to protect your computer with Rogers Online Protection, please continue with the instructions below.

*@nl.rogers.com for Newfoundland customers

25 Set your router to connect to the Rogers network (DHCP connection).

Access your router's connection settings screen. The steps to do this are different for each router brand, so refer to your router's manual. For example:

1. Open a web browser such as Internet Explorer or Firefox.
2. Enter the IP address of your router into the browser address field. Some examples are: **192.168.1.1** or **192.168.0.1** or **192.168.1.0***
3. Enter your router username and password if prompted*.
4. On the *Connection* screen, ensure the **Connection Type** is set to "DHCP" or "Automatic Configuration".
5. Save your changes.
6. Close the web browser.

FOR EXAMPLE:
Address

* This is based on your router's configuration. This information is not provided by Rogers. For more information refer to your router's manual.

NOTE: This will not affect your router's wireless security settings.

How to get your @rogers.com* email:

To get your @rogers.com* email:

1. Visit <http://rogers.yahoo.com> and sign in using the email address and password that you created in **Step 28**.
2. Click the **Mail** icon near the top right of the Rogers Yahoo! home page.

TIP: Webmail lets you access all of your mail folders and saved contacts from any computer, anywhere, with an Internet connection.

*@nl.rogers.com for Newfoundland customers

Finally, protect your computer with the Rogers Online Protection software:

To download and install Rogers Online Protection:

1. Visit <http://rogers.yahoo.com> and sign in using the email address and password that you created in **Step 28**.
2. Click the **Security** icon near the top right of the Rogers Yahoo! home page.
3. Click **Download Now** and follow the onscreen steps.

Find out how to get the most out of your Rogers services at: welcome.rogers.com

Find help when you need it.

For technical support 24 hours a day, 7 days a week:

Online, visit rogershelp.com

By e-mail internetsupport@rci.rogers.com

By phone [1 888 ROGERS1 \(1 888 764-3771\)](tel:18887643771)



ROGERS HI-SPEED INTERNET EASY INSTALLATION GUIDE



1 Did a Rogers technician install the cable modem for you?

Decision Time

A. Yes, a Rogers technician has already installed the cable modem:
Go to Step 15

B. No, I picked up my cable modem at a retail store or it was delivered by courier:
Go to Step 2

6 Connect the provided 2m (6') coaxial cable to one of the "OUT" ports of your splitter.

7 Connect the other end of the 2m (6') coaxial cable to the back of your TV or digital box.

From the Wall

12 Connect the modem power supply to the wall outlet.

13 Connect the other end of the modem power supply to the back of the modem. The modem lights will flash for up to 2 minutes.

18 Connect the other end of the network cable to your computer's network port.

19 Make sure your computer is turned **ON**.

2 Do you have a cable outlet near your computer that is not currently in use?

Decision Time

A. Yes, there is an available cable outlet.
Go to Step 10

B. No, the nearest cable outlet is currently in use.
Go to Step 3

3 Disconnect the coaxial cable from the back of your TV or digital box.

8 Connect one end of your coaxial cable to the other "OUT" port of your splitter.

9 Connect the other end of your coaxial cable to the back of the gateway.

From the Wall

Next, go to Step 12

14 If the modem is online, the **Cable/Online** and **Power** lights will be lit, but not flashing.

Regardless of which modem brand you've received, both the **Cable/Online** and **Power** lights should be lit, but not flashing.

If after 2 minutes the modem isn't online, check the Troubleshooting section of your Rogers Hi-Speed Internet User Guide.

15 Make sure your computer is turned **OFF**.

20 If applicable, disable your previous Internet provider's connection.

Windows® XP

- Click **Start** → **Settings** → **Network Connections**.
- If there are any entries that appear under the **Broadband** or **Dial-up** titles, perform the following for the entry with the **checkmark** on its icon:
 - Right-click on the entry
 - In the pop-up window that appears, select **"Cancel as Default Connection"**

Next, go to Step 26

Windows® Vista

- Click **Start** → **Network** → **Network Connections** → **Manage network connections**.

Windows® 7

- Click **Start** → **Control Panel** → **Network & Internet** → **Change Adapter Settings**.

4 Important information about your installation.

For installations where your nearest cable outlet is in use or more than 2m (6') away from your computer, you'll need to purchase a splitter and/or the additional length of coaxial cable.

To get the best possible service from your new cable modem, it is important that the splitter and cable are of high quality. If you do require a splitter, Rogers recommends a 2-way model with a **"5-1000 MHz"** rating.

2-way Splitter Coax Cable

5 Connect the coaxial cable to the single "IN" port of your splitter.

Note: To ensure the best possible TV and Internet service, be sure to securely finger-tighten all cable connections.

From the Wall

10 Connect one end of the coaxial cable to the wall outlet.

Note: If the outlet is more than 2m (6') from your computer, you'll need to purchase a longer coaxial cable.

11 Connect the other end of the coaxial cable to the back of the modem.

16 Connect one end of the provided network cable to the back of the cable modem.

17 How will you connect the modem to your computer?

Decision Time

A. I will connect the modem **directly** to my computer:
Go to Step 18

B. I will connect the modem to a wired or wireless router.
Go to Step 21

21 Connect the network cable coming from the modem to the **WAN** or **Internet** port of your router.

22 Restart your router by unplugging the power cord and wait for 10 seconds before reconnecting it.