

# Connecting Your New Truespeed Internet Account

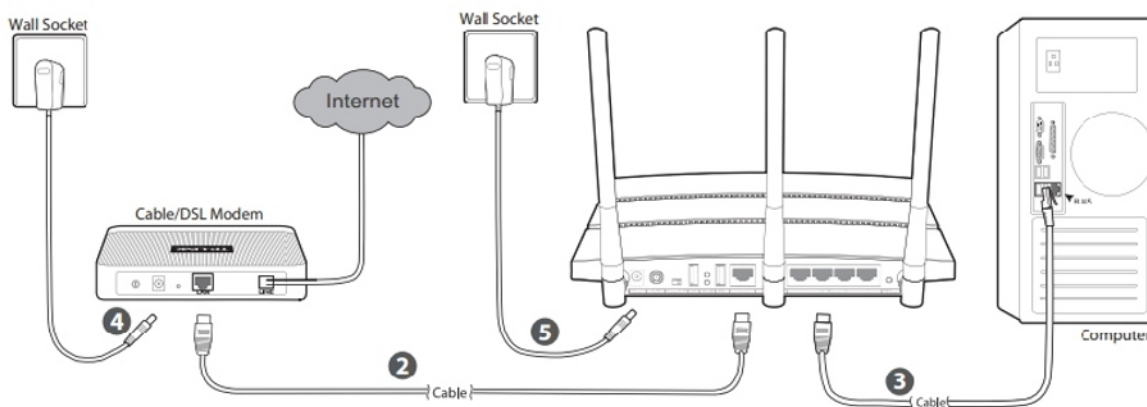
## TrueCABLE / TrueDSL Connection

- 1 - Plug the modem into an electrical outlet.
- 2 - Plug one end of a phone cord or coaxial cable into the modem, and plug the other end into the wall jack.  
(DSL users: Do not use a DSL filter on the phone line.)
- 3 - Plug one end of an Ethernet cable into the modem, and plug the other end into the wide area network (WAN) port on the router. (WAN / Internet)
- 4 - Plug the router into an electrical outlet.
- 5 - Plug one end of an Ethernet cable into the local area network (LAN) port on the router, and plug the other end into the networking port on the computer that you want to connect to the Internet.  
(If you are connecting wirelessly, skip this step.)

For TrueCABLE installations, a Truespeed rep will be contacting you with your installation date within 48 business hours.

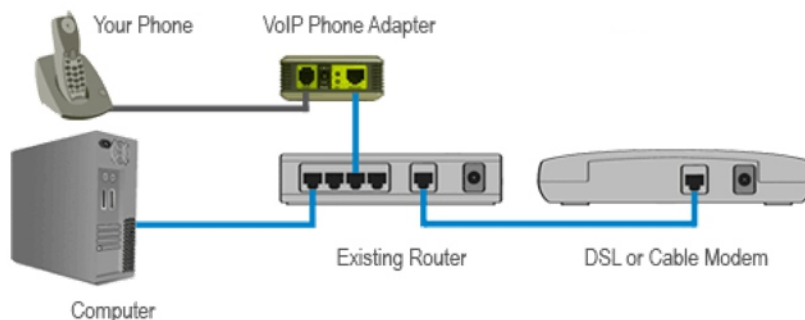
TrueCABLE Internet, a contracted technician will arrive on the day of your installation.

**This technician has no obligation to plug in the equipment.** We recommend connecting the coaxial cable to the modem while the technician is on site to verify everything is in working order.



## TrueCABLE / TrueDSL & VoIP Home Phone

- 1 - Power down the devices, including the cable modem.
- 2 - Connect an Ethernet cable directly from the cable modem to the Internet port of the router (or directly to the LAN port of the Grandstream phone device, if not using a router).
- 3- If you are using a separate modem and router, then you will want to connect an Ethernet cable from the LAN port of the Grandstream phone device to a numbered port on the router.
- 4 - Connect your computer into a numbered port on the router.
- 5 - Do a complete power cycle, starting with the cable modem, (give it enough time to resync), then the router, computer and last the Grandstream phone device.
- 6 - Connect a phone with a RJ-11 connector into the Phone 1 or Line 1 port of the Grandstream phone device.
- 7 - Give the Grandstream phone device enough time to sync up (4-6 minutes), lift the receiver and check for dial tone.



\*\*\* If you are not comfortable with connecting your Truespeed equipment, we offer a discounted rate of \$45/hr to setup the service in your home.

If you have any questions please contact our technical support team:  
Our support email is monitored after hours and on holidays, as well as regular hours.  
[support@truespeed.ca](mailto:support@truespeed.ca) / (613) 865-7733 Ext. 4

