primus

475 Wired Modem
Quick Install Guide

Please read first

Thank you for selecting Primus for your Internet service. Enclosed you will find your Internet modem and everything you need to start surfing the Internet.

Everything you need to get up to speed

TECHNICIAN INSTALLATION

A field technician visit may be required for your service installation. If a technician visit is required you will receive a phone call from Primus confirming your appointment time and any additional details.

If a technician visit is not required or you are setting up a replacement modem, please follow the instructions below and you'll be up and running in a few minutes.

1 CONNECT COAXIAL CABLE
- Connect the coaxial cable (that was installed by the field technician) to the cable connector on the modem.

2 CONNECT POWER TO MODEM
- Plug the power adapter into the power connector of the modem.
- Plug the other end of the power adapter into a power outlet.
- The LED "Power" light on the front of the modem will be solid green.
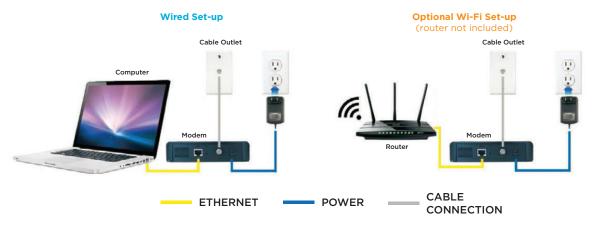- The network registration process will begin and can take up to 30 minutes. **DO NOT unplug the modem during this time**
- The modem is ready after the LED "Online" light on the front of your modem is solid green.

3 CONNECT DEVICE TO MODEM
- If you wish to use a wired connection, connect one end of the Ethernet cable to the Ethernet port on the modem and connect the other end of the Ethernet cable to the Ethernet port on your computer.
- If you wish to use a wireless router, connect one end of the Ethernet cable to the Ethernet port on the modem and connect the other end of the Ethernet cable to the "WAN" Ethernet port on your wireless router.

If the "Online" LED fails to turn on, do a factory reset by using a paperclip to push the reset button on the back of the modem and hold for 10 seconds. Then complete the steps above once more. If the "Online" LED is still not solid green, please contact Technical Support for further assistance at **1-800-506-5552**.

For more information on configuring DHCP please consult your computer networking parameters or your router manual.

Your start-up kit includes:
- modem
- Ethernet cable
- power adapter

Wired Set-up

Cable Outlet

Computer

Modem

Optional Wi-Fi Set-up
(router not included)

Cable Outlet

Router

Modem

— ETHERNET   — POWER   — CABLE CONNECTION

USEFUL LINKS
Manage Your Account
With Primus e-Care you can simply and conveniently manage your Primus account online in a safe and secure environment 24 hours a day, 7 days a week. Update your personal information, view your account balance, pay your bill online and much more! To log in or register, visit **ecare.primustel.ca**.

Technical Support
For general support for your Internet and e-mail services please visit our support website: **support.primus.ca**.

Thank you for choosing Primus.