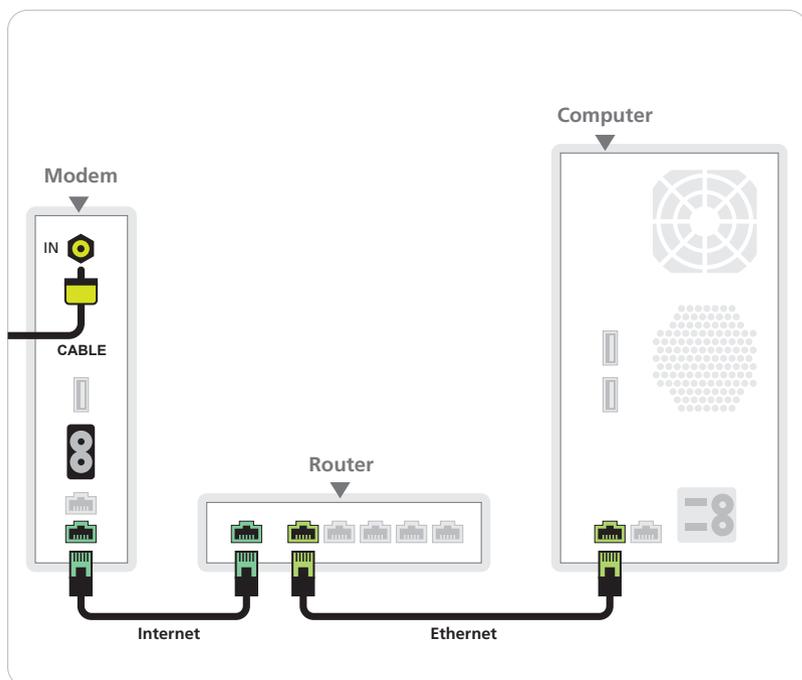


# Your Internet Service

## Getting connected

### Home networking

To configure a router with an Atlantic Broadband connection, follow the instructions below.



## Configuring your router

1. Turn off your modem.  
Unplug your cable modem. This will prepare the modem to connect a new device.
2. Connect your modem, router and computer together.  
Once your modem is unplugged, connect the modem to the router's Internet (or WAN) port and connect your computer to any Ethernet port on the router.

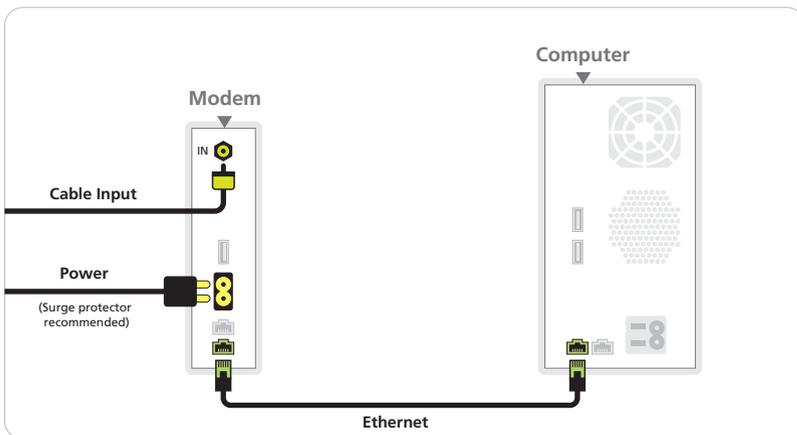
### 3. Configure your router for a broadband connection.

- a. If your router requires a set up prior to use, follow the instructions in the router's manual or installation CD.
- b. Choose **Automatic Configuration** or **DHCP** for the connection type. Your router will be configured to receive connection information automatically from Atlantic Broadband.

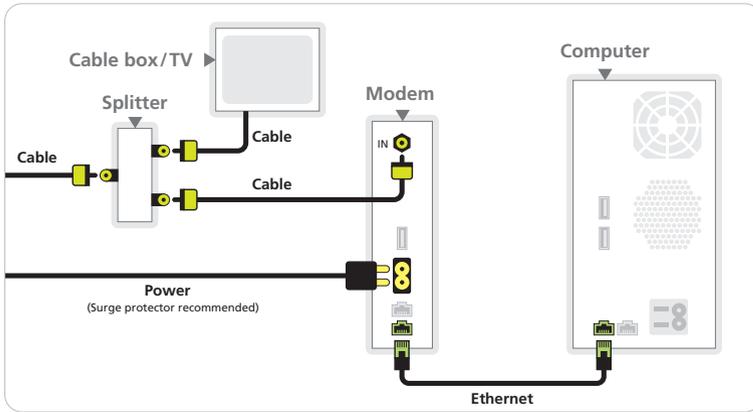
### 4. Power cycle your modem and router.

- a. Unplug the router's power cable.
- b. Unplug the modem's power cable and wait for 30 seconds. If you have Atlantic Broadband Phone service, you must reset the phone modem. Use a paper clip to reboot the EMTA recessed button on the back of the modem.
- c. Plug in the modem's power cable and wait for the lights to stop flashing.
- d. Plug in the router's power cable and wait 20 seconds.

## Equipment setup for Internet



## Equipment setup for Internet and TV



## Getting the most from your Internet service

- A high-speed connection from Atlantic Broadband, plus our Wireless Home Networking Service lets you do more with all your devices.
- Our wireless router is the latest and greatest in wireless technology, and supports devices in your household online, from your computer and tablet to your gaming system and smartphones.

## How to connect your devices to your in-home WiFi network

1. Find your network name (SSID) and default password/Pre-Shared Key on the back or side panel of your Atlantic Broadband Wireless Gateway.
2. From each of your wireless devices, select your network name (SSID) from the list of available networks in your device Wi-Fi settings, and use the default password/Pre-Shared Key to sign in.

Network Name (SSID): ARRIS-A652  
Encrypt AES SEC Mode: WPA2-PSK  
Pre-Shared Key: 42EB862540DBD403  
WPS PIN: 75383916

## Managing your email

When you purchased your Internet service, you would have been given an option to set up your primary email address. If you did not set up a primary email account, you will need to contact our Customer Care team at **888-536-9600** prior to creating a secondary email account.

To manage or create new secondary email accounts go to: **emailtools.atlanticbb.net**. You will use the online tool to manage email account preferences and settings, create additional email accounts or change your password.

## Using Atlantic Broadband webmail

The webmail feature lets you check your email and manage your email settings from any computer with a web browser at: **atlanticbb.net**

1. Click on **Email** and you will be taken automatically to your webmail inbox.
2. Click on any message to see the full message.
3. From your inbox, you can manage your email settings by clicking the **Options** tab at the top of the page. In the **Options** menu, you may perform tasks such as creating an email signature, setting a vacation message, auto-forwarding email or changing your password.
4. If you change your password, you will be required to re-login to the Home Page and you must enter your new password.

## How to maximize your WiFi network performance

Signal strength is critical in the performance of any WiFi network. You can expect maximum speeds from a hardwired device at the closest location to the modem or router.

### Reduce interference

Cordless phones, baby monitors, microwaves, wireless game controllers and other appliances can interfere with your signal.

### Avoid physical barriers

- The physical matter between your router and wireless device is more of a relevant factor than you may think.
- Avoid using your device near brick, steel framing or concrete walls, which can absorb the WiFi signals.
- Placing the router higher up and in the open could make a difference to your wireless signal.

### Out-of-date hardware/drivers

The type of hardware you use, the age of the device, the operating system, the web browser, and the other applications running on your device all affect upload and download speeds. When you perform network speed tests, be sure that your device is wired to the network and that no other applications are running. Even running an email application in the background can affect your test results.

## Your device matters

Modern devices, like iPhones, iPads, notebooks and Android devices, often work with the latest networking standards. Depending on the age of your devices, they may not be compatible. However, if your devices are more than three years old, you may be able to switch to the newer standards to ensure stronger signal and faster speeds.

## Understanding your modem



**Power Light**  
**DS (downstream) Light**  
**US (upstream) Light**  
**Online Light**  
**Link Light**

**Lights 1-4** If your system is functioning properly these lights will be solid green. They will flash if your modem is reset or if there is a problem.

**Link Light** This light will be solid green when a device is connected. It will flash if the device is in use.

## If your modem isn't working, try these troubleshooting measures:

1. Check your cable TV service and power. If there's a cable or power outage, neither your TV nor the Internet connection will work.
2. Check all of your cable connections. If your coaxial, Ethernet, or USB connections are loose, you may not be able to send or receive data.
3. If you have a cable modem ONLY (no router), reset the modem by unplugging the power to the modem. Wait 60 seconds and plug it back in.
4. If you have both a modem and a router, unplug the power from both. Wait 60 seconds, and then plug in the power to the modem. Wait 2 minutes and then plug the power back into the router.
5. Reboot your computer. Many computer problems are resolved by shutting down and restarting your computer.
6. If you have a surge protector, make sure it is plugged in to an active power outlet and that it doesn't need to be reset or replaced.

## Need additional help?

Go to [atlanticbb.com/support/internet](http://atlanticbb.com/support/internet) for more information on Atlantic Broadband Internet.