
NORTHWESTEL CABLE'S
HIGH SPEED INTERNET

Trouble Resolution Guide
For
Windows XP



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This is your modem serial number. This number is used as **Internet Service Code**, this number is needed when calling our Internet Help Desk. 766-3343 (EDGE)

Record your important information here:

NCI. Account # : _____

Internet Service Code : _____ (this code is found on the bar code located on the back of your modem)

NCI Cable Packages : Red Green Blue Gold Internet

Please record your login (username) and password for your mailboxes and store in a safe place.

INTRODUCTION

Thank you for choosing Northwestel's Cable High Speed Internet Service. The purpose of this document is to give you:

1. Information regarding security and your High Speed Internet account;
2. Simple trouble shooting steps and trouble resolution procedures;
3. Some useful web sites and information regarding the Internet;

SECURITY AND THE INTERNET

Just as you protect other things you value, your computer and the data on it should be protected from unauthorized access.

You should be aware that web pages, e-mail, chat and third party programs can all be used to gain access to your computer.

Also, "always on" connections to the internet such as Cable, ADSL and SDSL modems used for High Speed Internet service make your system somewhat more vulnerable. These connections allow those with criminal intent more time to determine your Internet address and attempt to do damage.

If you are concerned about securing your personal computer, we suggest you use anti-virus and/or firewall software while your computer is operating.

For further information regarding Internet security, refer to the list of web-sites on Page 23.

TROUBLE ISOLATION AND RESOLUTION – DETAIL BY STEP

For Internet problems please call (766-EDGE), for Cable Tv problems including Overage please call our main office at 669-5469

NO INTERNET CONNECTION AND NO CABLE TV SIGNAL

- Contact Northwestel Cable – 669-5469
Office hours 9:00am – 5:30pm Mon – Fri

NO INTERNET CONNECTION, BUT CABLE TV SIGNAL IS OK

Step #1

- Check to ensure that the cable from the tv splitter or the wall plate between the Cable Modem is firmly attached to the splitter or the wall plate.
- Also ensure that the network cable from your Cable modem to your computer is firmly seated at both ends including the network card. To see that the cable is firmly attached once the cable is firmly seated there should be green lights at both ends. This means that a positive link status is positive.
- If cables are firmly attached, proceed to step 2.

Step #2

- If it appears that your computer is attempting to access the network by ‘dial up’, please refer to Pages 14 – 17 of this document. The instructions will be able to help you change your computer from dial up to network settings.

Step #3

- Refer to pages 18 - 19 of this manual, and check the status of your internet adapter card.
- If the message "This device is working properly" appears, proceed to step 4.
- If the message is not seen, indicating that the adapter card is not working properly, contact your computer supplier or the manufacturer of the card. Please note that we cannot provide technical support for the Ethernet card, including the complimentary card that may have been supplied with your installation.

Step #4

- Refer to page 20 of this manual, and follow the steps to renew your IP address.
- If a release and a renew is successful your internet should be working. This means that you should have successfully picked up an IP address. (216.126.xxx.xxx)
- If a release and a renew is not successful or if it hangs or fails to complete the process, or if the new IP address starts with (126.xxx.xxx.xxx) please call our help desk at 766-3343(EDGE)

Step #5

- Following regular shut down procedures, turn your computer off.
- Once turned off, remove power from the Cable modem for 15 seconds.
- Re-apply power to the modem and wait for it to synchronize. This may take 2-3 minutes.
- Start the computer. You must wait for the modem to be online before starting the computer. When it is online, the modem will display a single steady green online light.
- If there is still no Internet service, contact Northwestel Cable by dialing 766-3343 (EDGE).

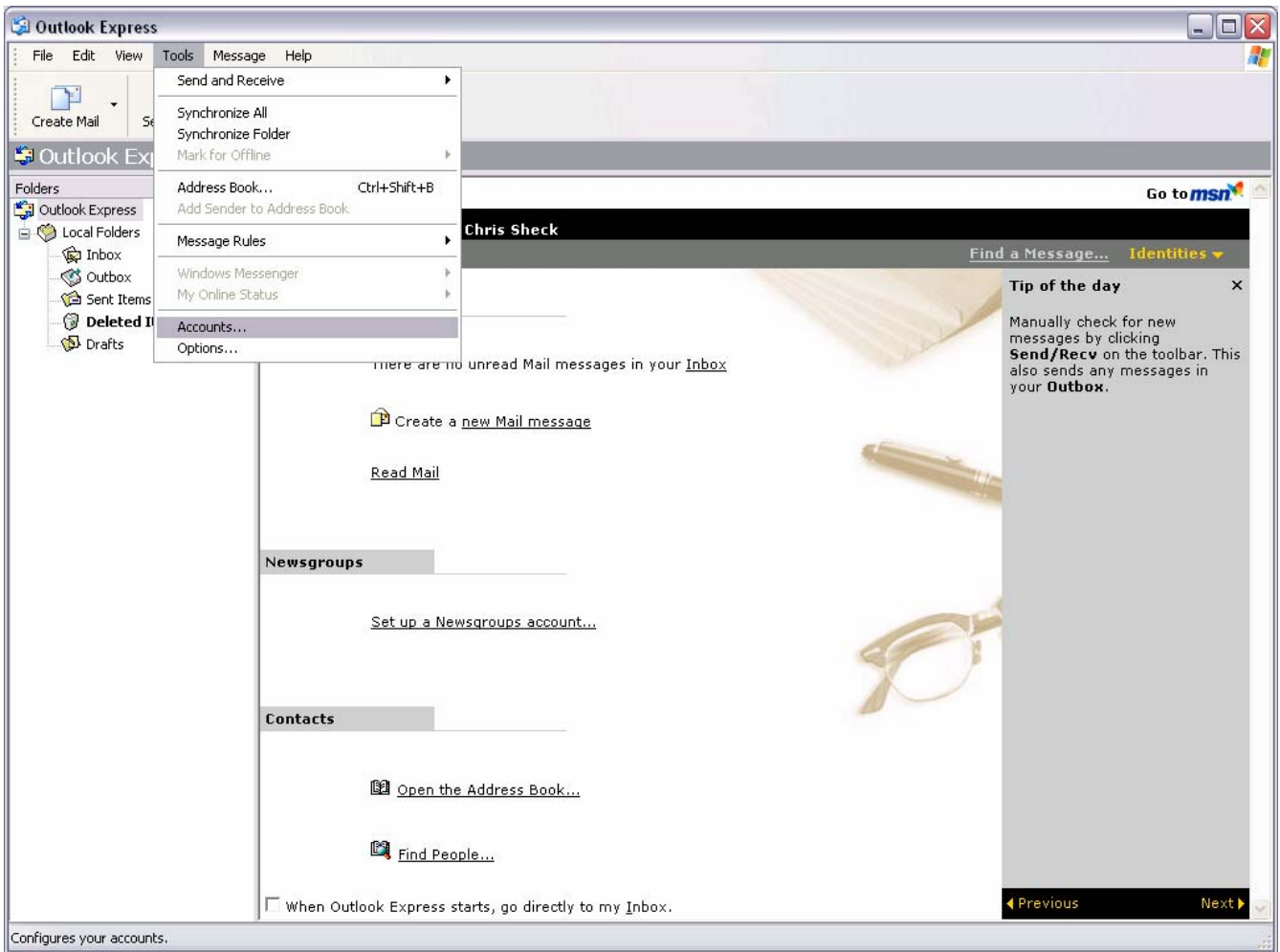
INTERMITTENT PROBLEMS OR SLOWDOWNS ON CABLE MODEM CONNECTIONS

- Test the Speed of your connection, www.dslreports.com
- Contact Northwestel Cable Help Desk by dialing 766-3343

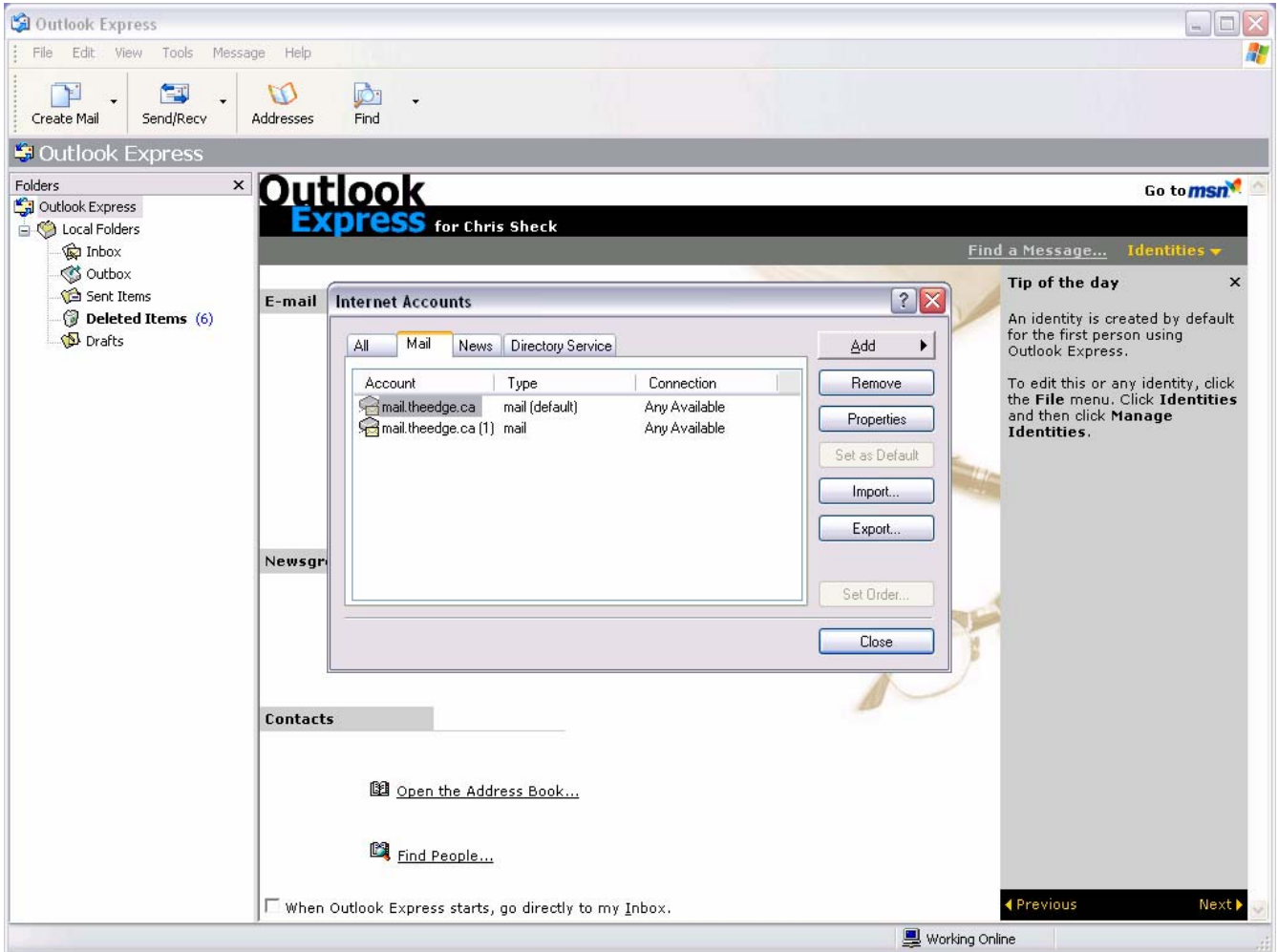
PROBLEMS WITH E-MAIL ACCOUNTS AND EMAIL SETTINGS

- Please note that we can provide assistance with Outlook Express but do not support other mail Programs.
- Follow the guide below making sure all of your information is correct.
- If you are still having problems please call the help desk or consult your mail programs help system or manual.

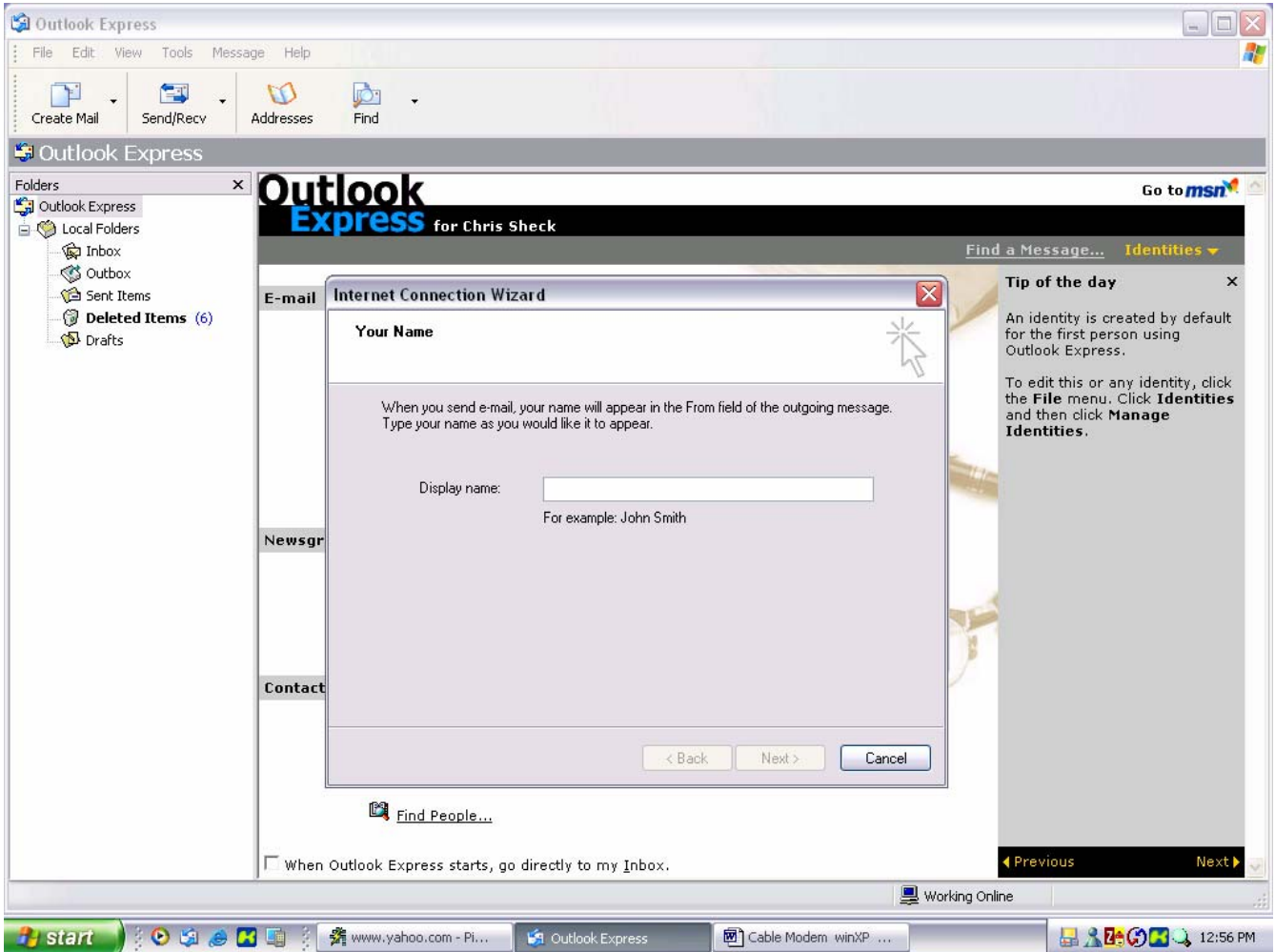
Open outlook express, and choose **tools** from the task bar, then choose **accounts**.



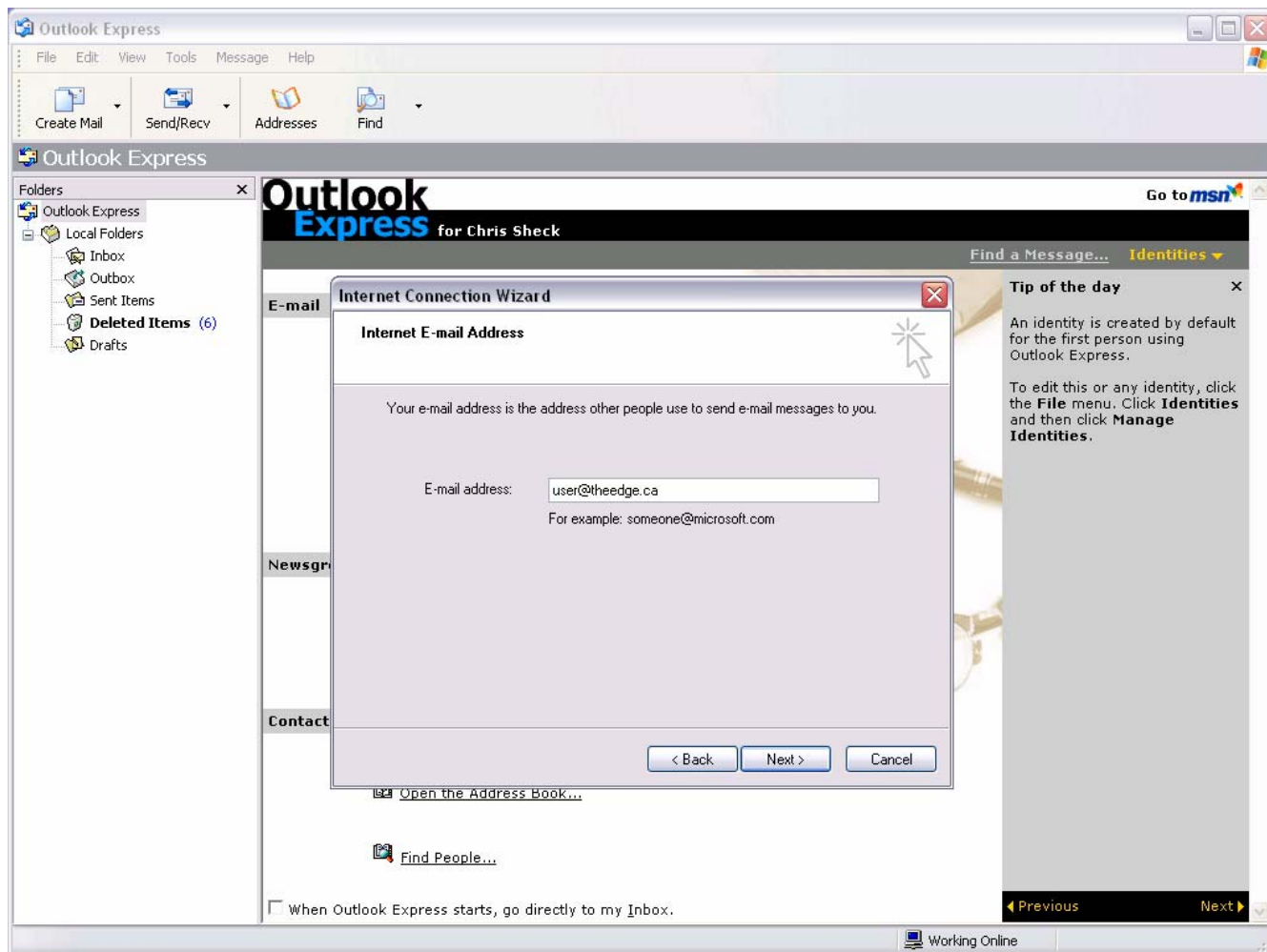
Choose the *mail* tab, remove the account that is causing problems (highlight and click *remove*), and then choose *add*. By choosing add it creates a new mail account.



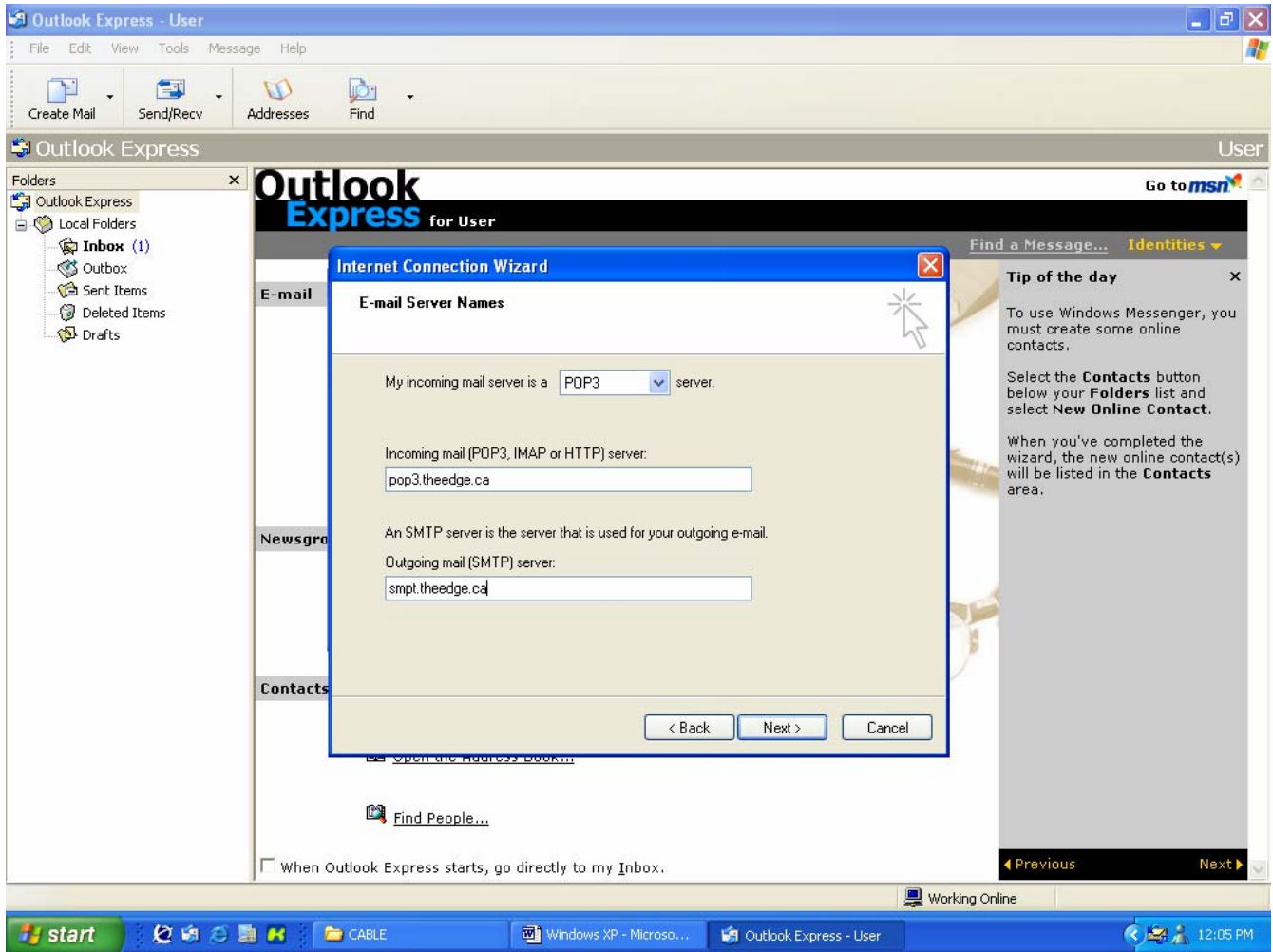
Enter the name that you want people to see when they receive your mail.



Then enter your email address

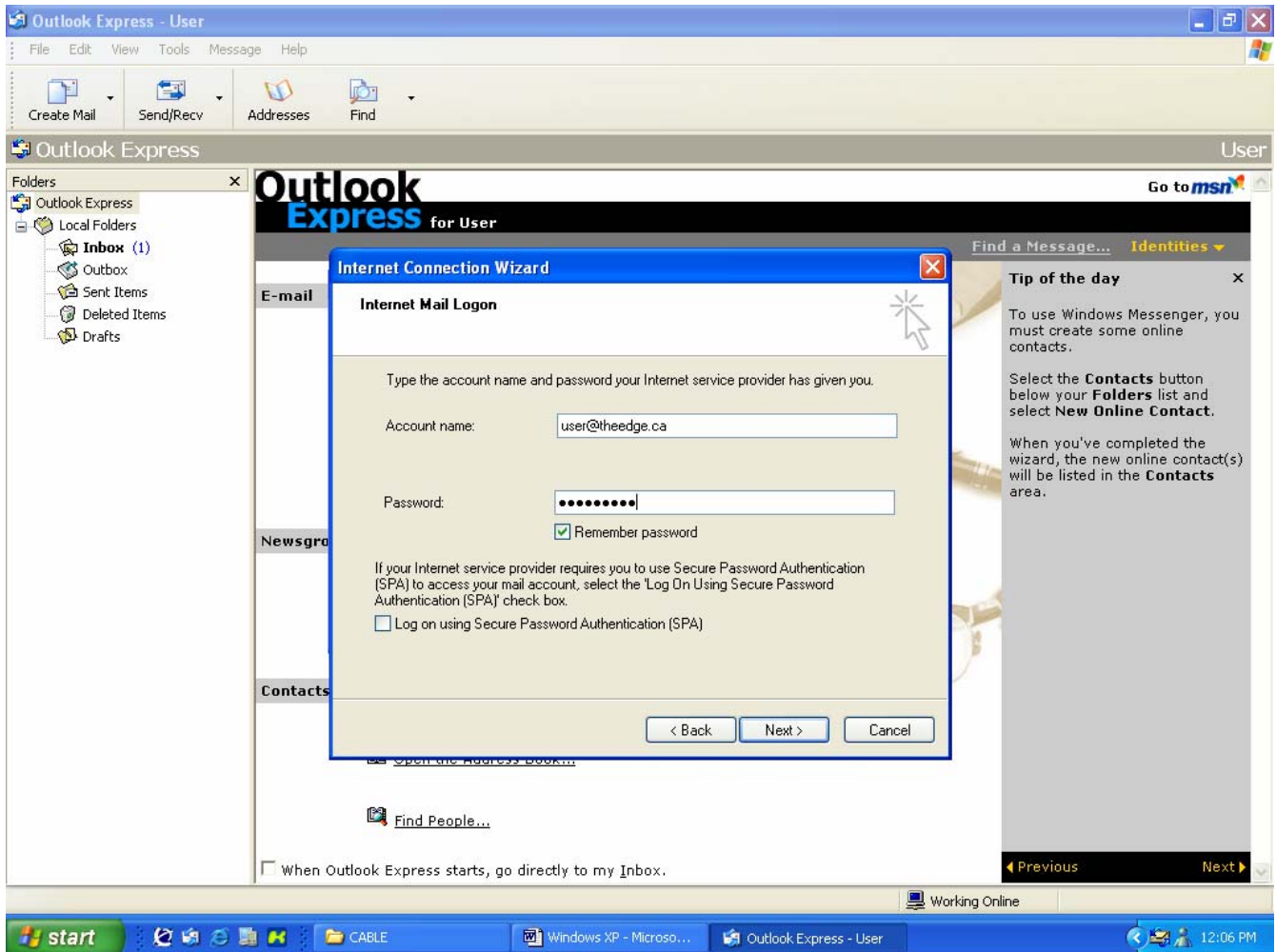


Enter the server information as seen below. Incoming mail will be (pop3.theedge.ca) and outgoing mail settings will be (smtp.theedge.ca) Note there are no @ signs used in this box. If you are having problems with the mail settings please check our web site for further instructions or call our help desk @ 766-EDGE.

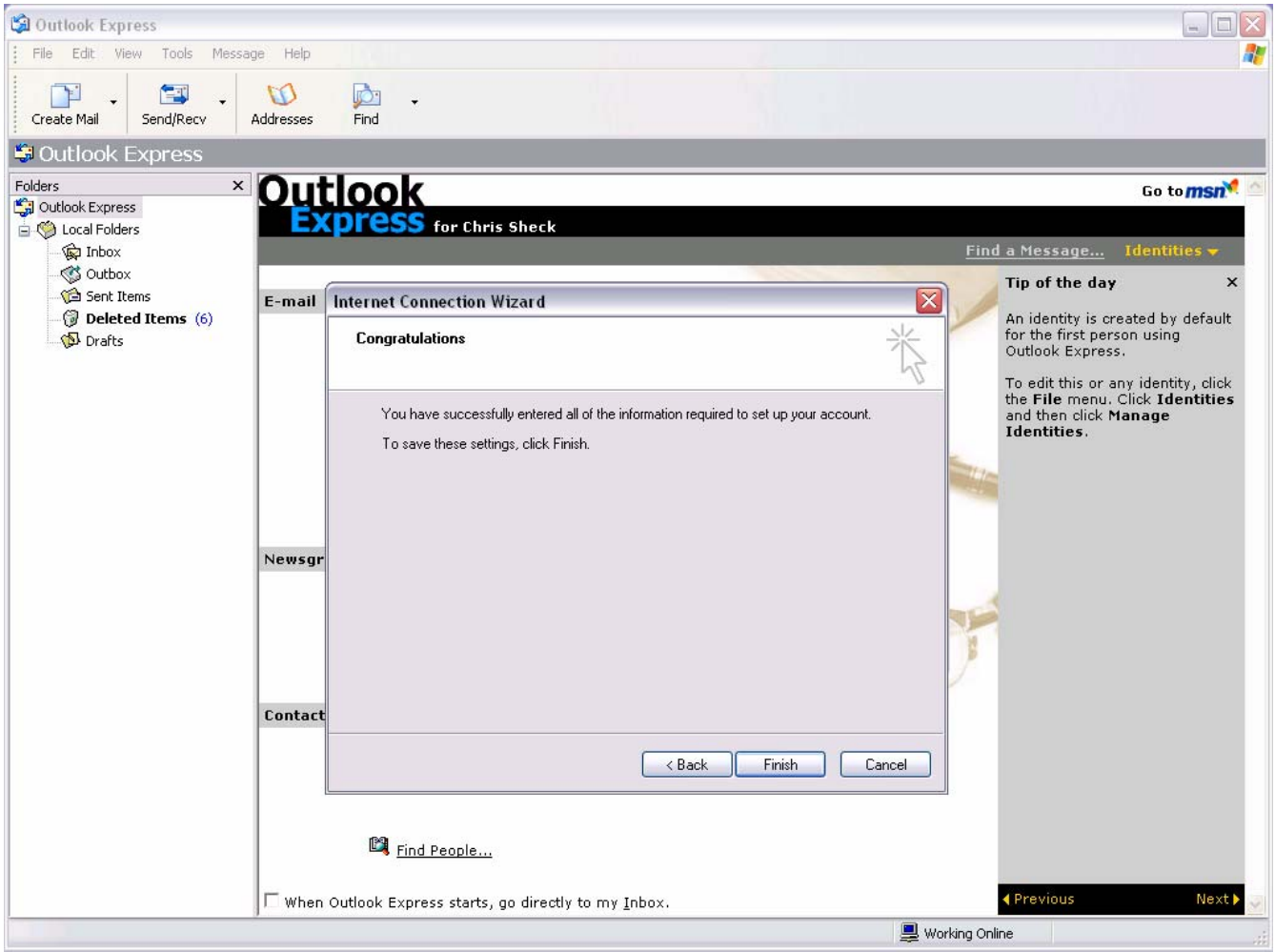


Enter your user name and password. This is your email address *with* the “@theedge.ca”. The password is the password that you used when signing up for our service

Checking remember password will allow you to check your mail without re-entering your password. Remember that other users on your computer can also check your mail without the password. If you share your computer, you may want to leave this unchecked. If you check it, please record your password and keep it in a safe place for reference.



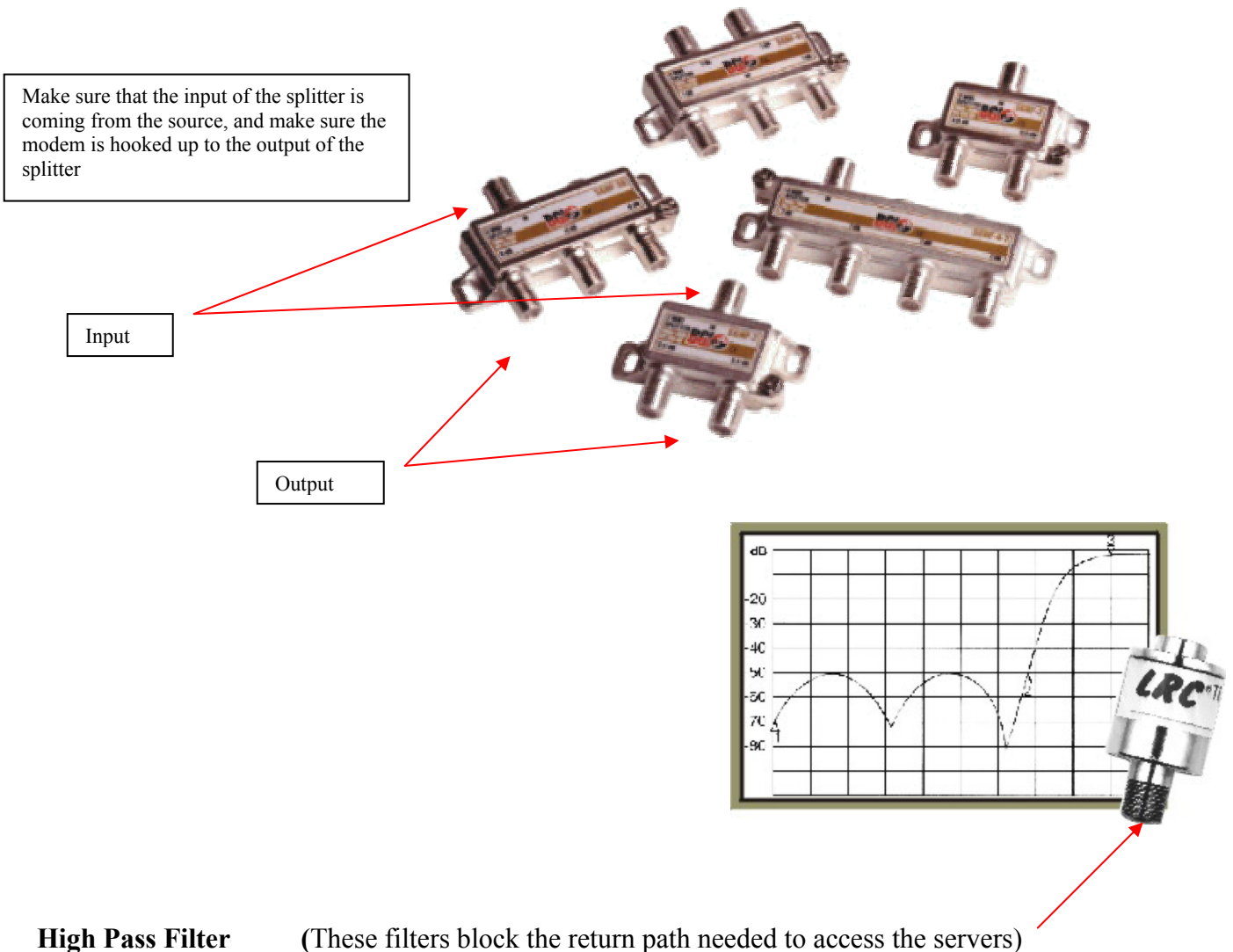
That is it. Choose finish, your email account should now be working correctly. If it is not please record any error message you receive and call the help desk at 766-3343 (EDGE).



TYPES OF SPLITTERS

At the present time, Northwestel cable uses many different types of cable 'splitters' for the provision of Cable Modem service. Your splitter will be one of the following:

Cable Signal Splitters



High Pass Filter (These filters block the return path needed to access the servers)

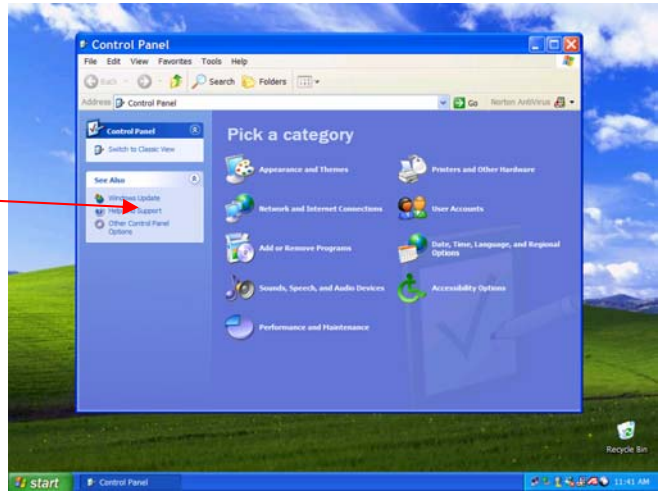
At Northwestel Cable Inc we use a High Pass Filter on non modem lines. What this filter does is stop unnecessary noise from back feeding on the modem line which will interrupt data signal. These filters are placed on the outputs of the cable splitters which run to the TV and FM Stereo hookups. If you happen to place one of these filters on your modem line it will result in an orange light and the modem will not work.

ESTABLISHING A LAN CONNECTION

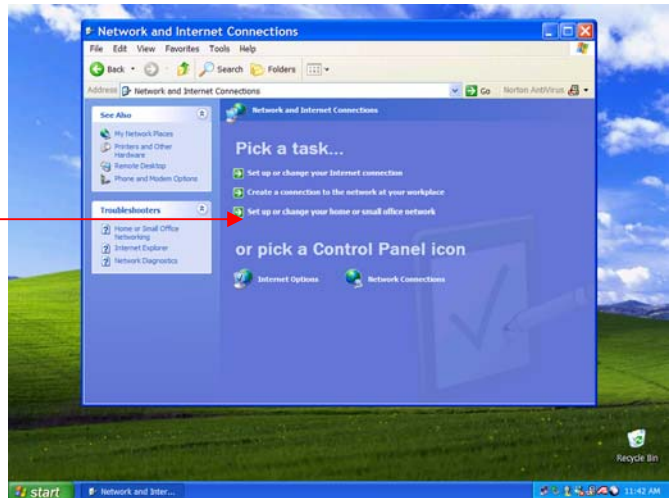
Before beginning the steps illustrated in the diagrams below, do the following:

1. Click on “Start”
2. Click on “Control Panel”

#3 – Click on
Network and
Internet
Connections



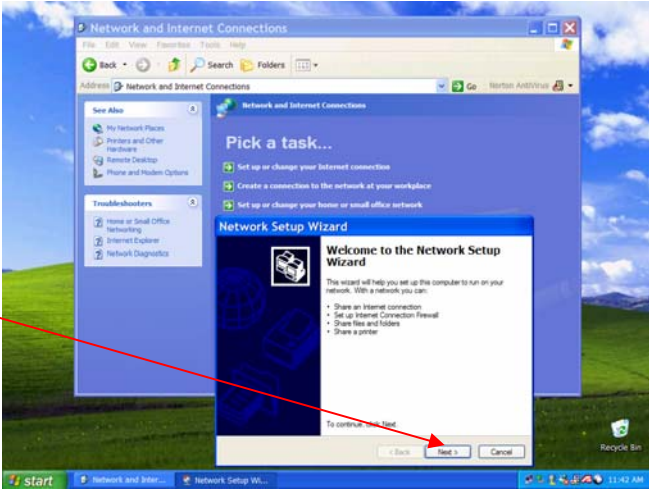
#4 – Click on
“Set Up or
Change Your
Home or
Small Office
Network”.



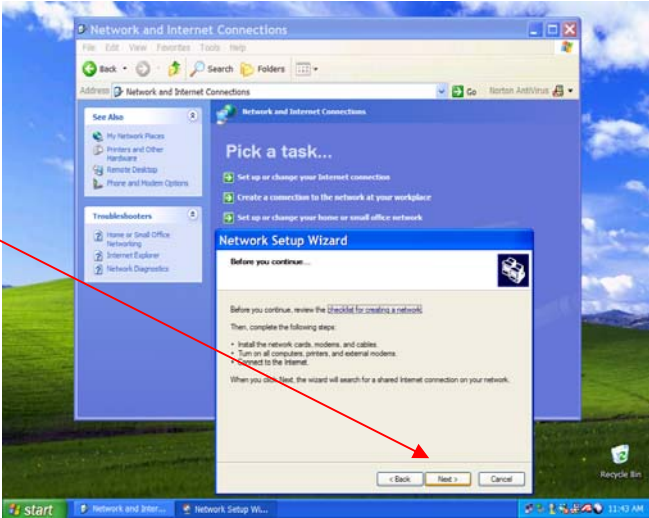
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ESTABLISHING LAN CONNECTION (cont'd)

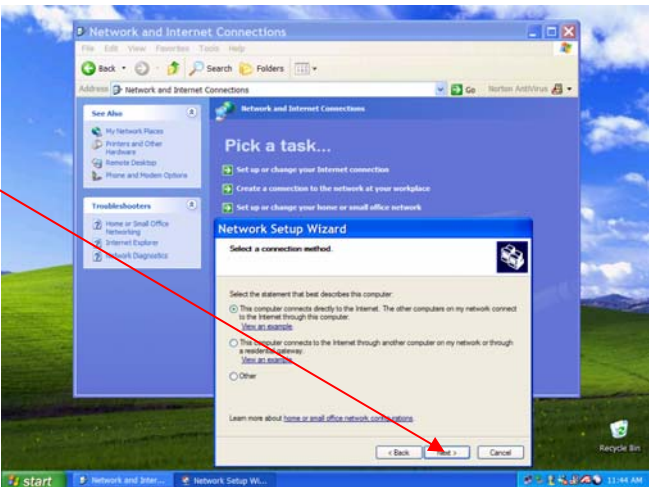
#5 – On “Welcome to Network Wizard” Click on “Next”



#6 – Click on “Next”

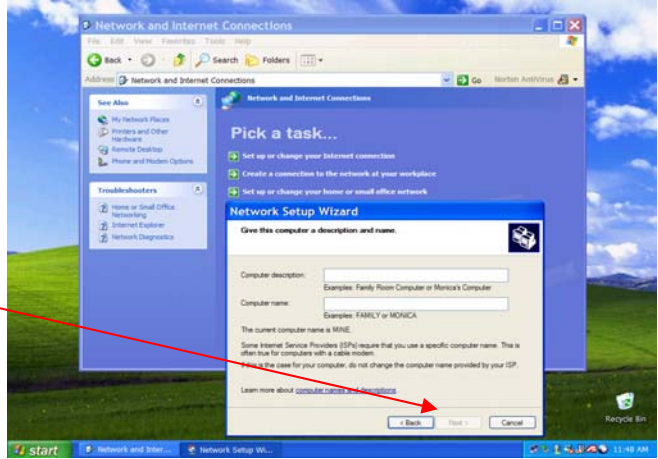


#7 – Make your selection from the choices, then click “Next” If in doubt as to the correct choice, pick “this computer connects directly to the internet”.

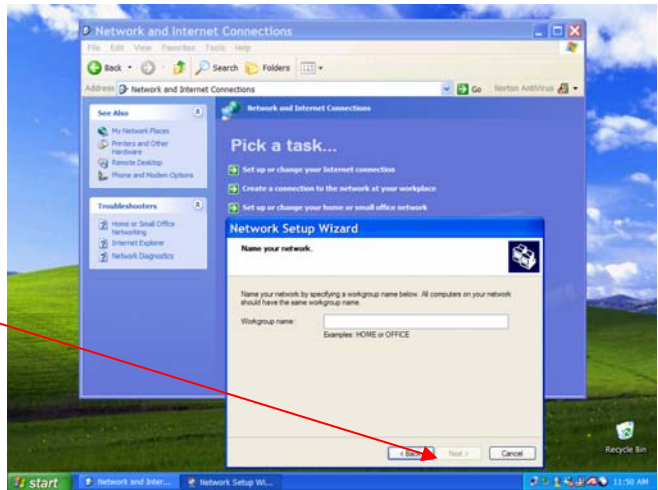


ESTABLISHING LAN CONNECTION (cont'd)

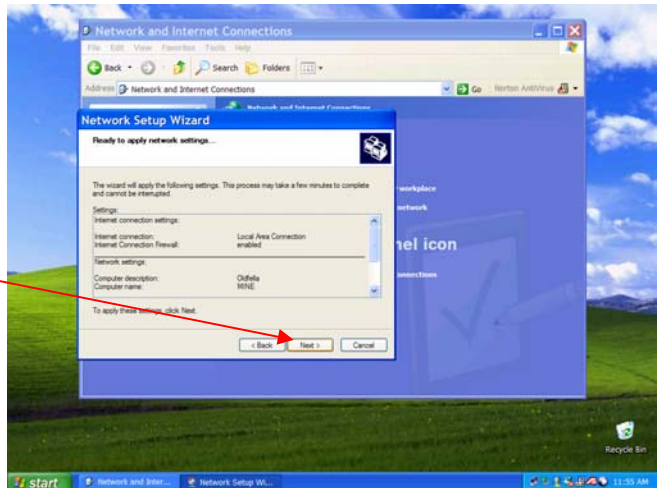
#8 – Fill in required information, when this is filled in, click “Next”



#9 – Fill in required information, when this is filled in, click on “Next”

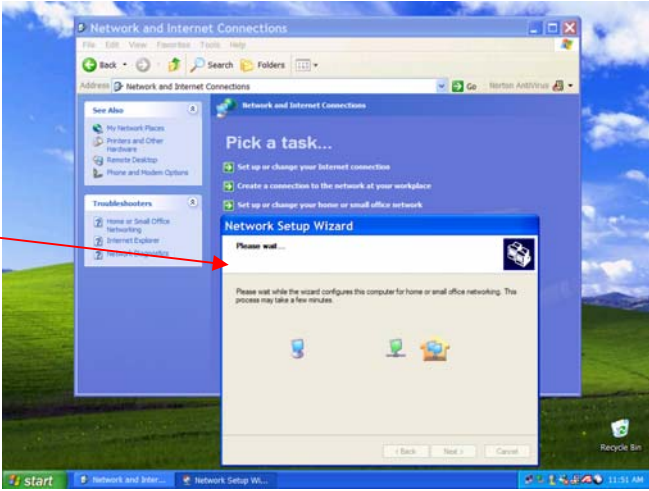


#10 – Review that settings are correct, click on “Next”

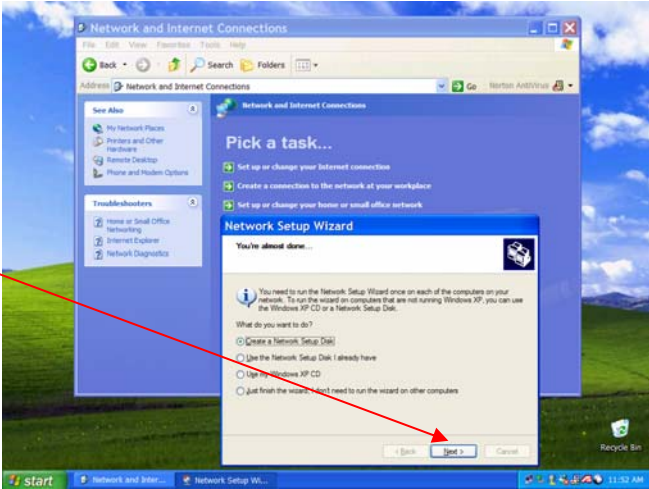


ESTABLISHING LAN CONNECTION (cont'd)

#11 – Wait while your Network Wizard completes the Set Up.



#12 – Make Applicable Choice, then Click “Next”.

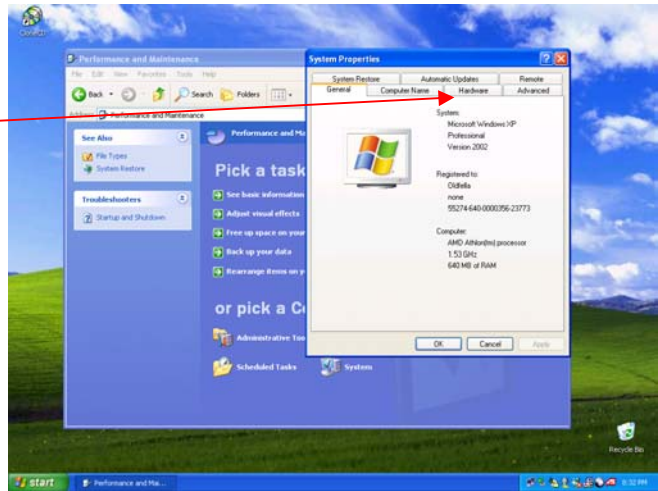


- 13. Click “Finish”
- 14. Restart Computer

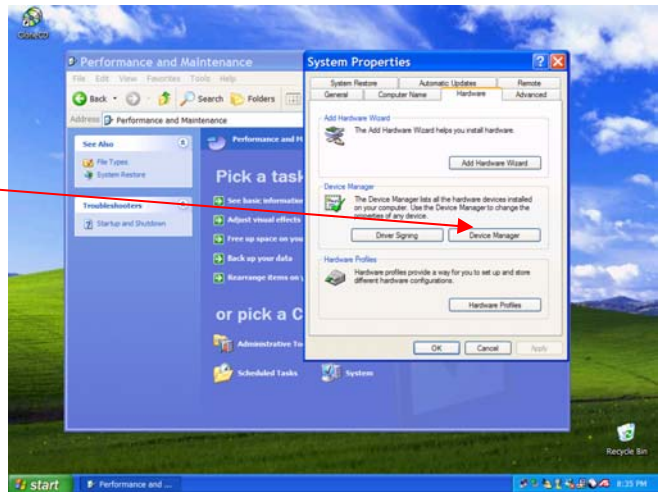
CHECKING INTERNET ADAPTER STATUS

1. Click “Start”
2. Click “Control Panel”
3. Click “Performance and Maintenance”
4. Click “System”

#5 - Click on
“Hardware”
Tab



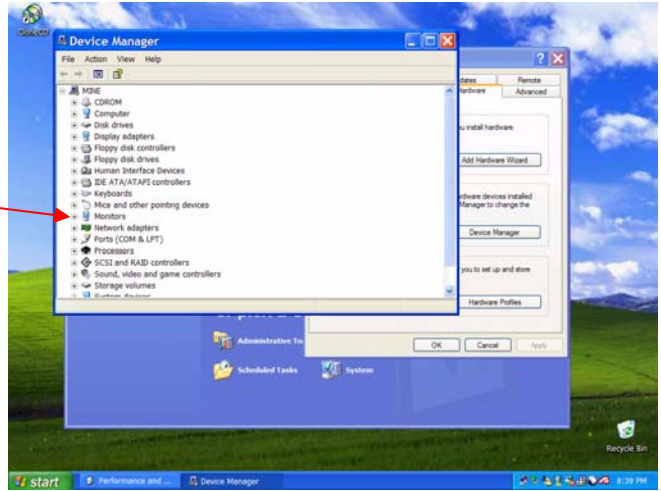
#6 – Click on
“Device
Manager”



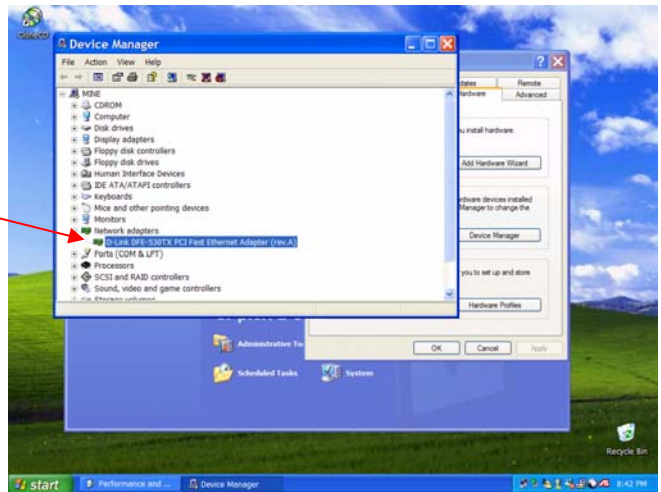
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CHECKING INTERNET ADAPTER STATUS (cont'd)

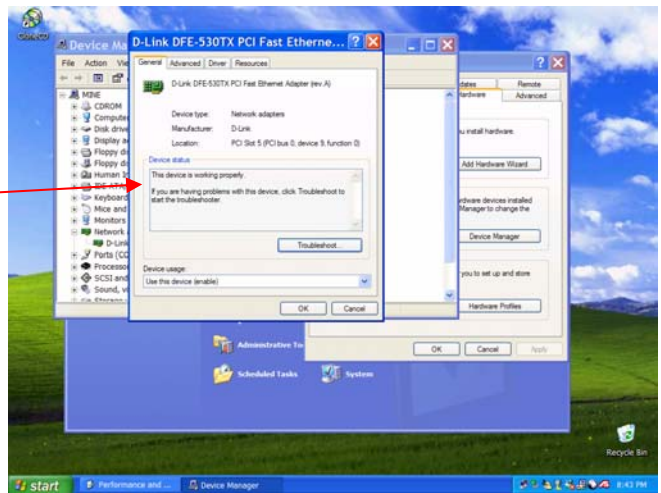
#7 – Double Click “Network Adaptors”



#8 – Right Click on Your Adaptor Card, then Click Properties.



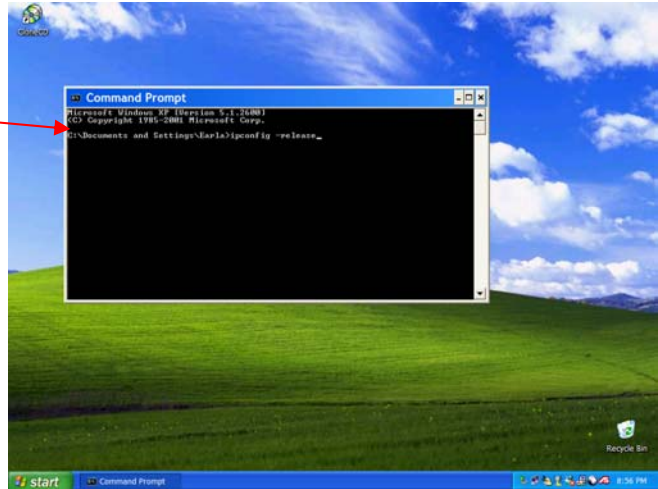
#9 - You should see the message that “This device is working properly” in this page. If you do not see this message, click on the “Troubleshoot” task bar. If you cannot resolve the trouble, contact your computer supplier.



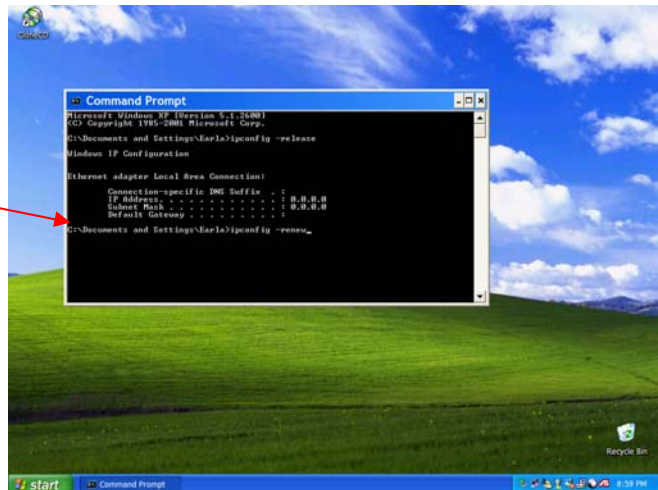
RENEWING IP ADDRESS

1. Click “Start”
2. Click “All Programs”
3. Go to “Accessories\Command Prompt”

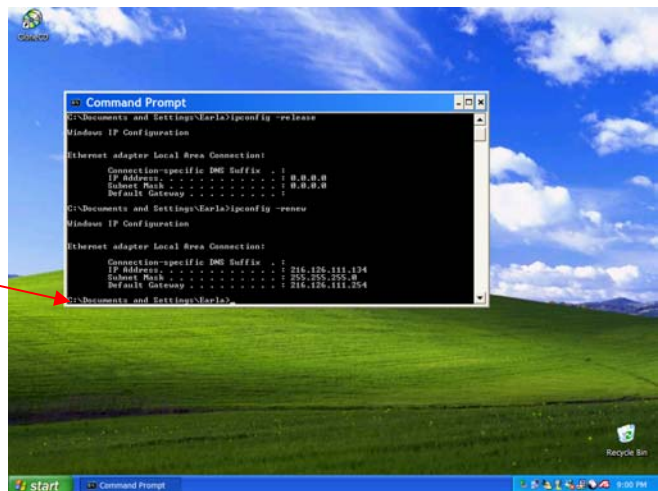
#4 – at the “C:\>” prompt type `ipconfig –release` then hit enter.



#5 – at the “C:\>” prompt type `ipconfig –renew` then hit enter.

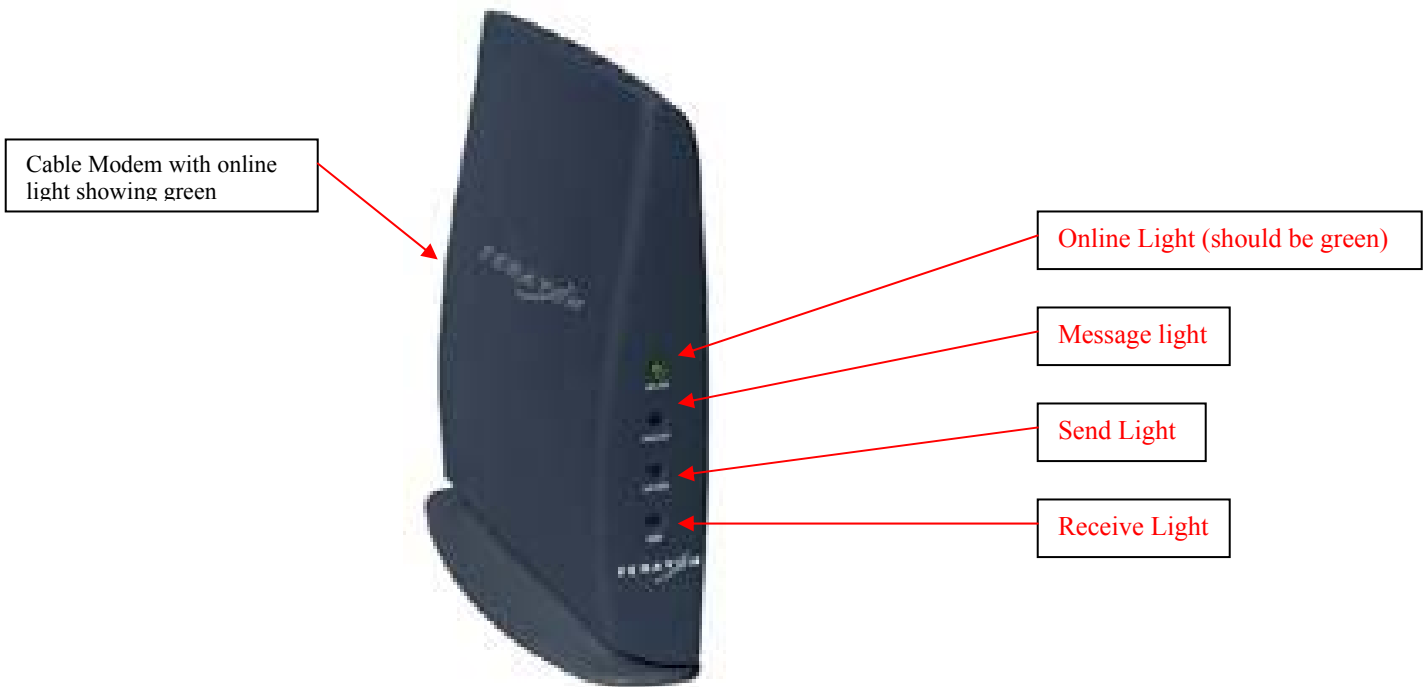


#6 – At “C:\>” prompt type `exit` to return to Windows



CHECKING YOUR MODEM

Terayon Cable Modem



1. The online light should be steady green when the modem is connected and operating. If not, check to ensure there is power to the transformer and that the power cord is properly connected to the modem. If these items appear to be OK, and there is still no green light, try using a different power source. The outlet you are trying to use may not be working. If the Online light still will not come on please call our Help Desk. (766-EDGE)
2. The message light is a special feature that should not normally light up unless activated by a Helpdesk Technician. If your message light is on please call the help desk service.
3. The send and receive lights will blink as data is sent and received over your High Speed Connection. If your lights are constantly blinking, this is normal. It means you are accessing the network and transferring data.
4. If you have Red or Orange lights on your modem there is something wrong. Reset the modem by Unplugging the modem from the power source and plugging it back in after 15 seconds. After it goes through the startup cycle, (if the light is orange or red again) please call our help desk.



This is where the coax cable plugs into the modem. The Cable Modem gets its signal from the wall plate or the cable splitter.

This is where the power cord plugs into the Modem.

This is the Link Status Light. If this light is green it means the Modem is talking to the computer.

This is where the Network Cable is connected from the computer to the modem. When this Cable is connected properly, the link Status Light will be green.

HELPFUL CONTACT NUMBERS AND WEB-SITES

Contact Numbers

Northwestel's Cable Internet Help Desk (Mon – Fri 7:30am – 8:00pm)
(Weekends from 9:00am – 10:00pm.)

Phone Number: 766-3343

For Cable Tv enquiries or overage concerns please continue to use our main office number @ 669-5469

General Internet Web-sites

www.theedge.ca
www.internet-tips.net
www.microsoft.com
www.netscape.com
www.dslreports.com/stest

- Frequently Asked Questions (FAQ) and tutorials
- Internet Tips
- Windows, Explorer Browser and Internet
- Netscape browser and Internet
- Tools for testing the speed of your Internet connection

Internet Security Web-sites

www.blackice.com
www.zonealarm.com
www.gnatbox.com
www.symantec.com

- Black Ice firewall software site
- Zone Alarm firewall software site
- Firewall hardware and software site
- Anti Virus and Internet security site

*Note: Northwestel Cable is not affiliated with any of the companies on the web-sites listed above, and does not endorse any of the products contained therein with exception to www.theedge.ca.

Internet Billing Policy

Please check our Web Sight for current Internet Billing Policies and service policies.

