911 Service
There are differences between the 911 service dialled from your new Digital Home Phone service and the 911 service associated with traditional telephone service. You must inform all users and potential users of the nature and limitations of the provided 911 service.

Emergency Services
When you dial 911 from your Digital Home Phone service, your call will be answered by our emergency service operator. Our operator will verify that you are still located at the address you have registered with Distributel. If you are still at this location, our operator will transfer your call to the appropriate emergency agency. If you have moved your Digital Home Phone service equipment, you will need to provide our operator with your current location. They will determine the appropriate emergency agency, and then transfer your call accordingly. If you will be away from the service location you registered with Distributel for an extended period of time and will be taking your Digital Home Phone service with you, you must update your 911 address with Distributel to ensure that the appropriate address is on file in the event of a 911 emergency call.

This process can take up to 5 business days. Contact one of our customer service representatives to make changes to your 911 profile.

Important note
There may be an additional delay to transfer your emergency service call to areas not served by the 911 service associated with traditional telephone service.

When you are outside of Canada or the United States
If you dial 911 when you are outside of Canada or the United States, our emergency service operator will advise you to hang up and find a local phone and dial the appropriate emergency number (it may not be 911).

Warning
Power disruptions or failures, Internet Service Provider (ISP) outages or unavailability and tampering with equipment will also prevent dialling to emergency service numbers including 911. The customer acknowledges and understands that Distributel cannot be held liable for service outages beyond its reasonable control. Please read the Terms & Conditions at www.distributel.ca for full details.

Contact us
We are here to help, feel free to contact us with questions or to provide feedback.

For additional information, please visit the FAQ section of our website at www.distributel.ca. To provide feedback, please submit a customer review via our website or our Facebook page. For other questions, please call our Customer Experience team at 1-877-810-2877. You can also receive Technical Support at the same number, or send an email to technical.support@distributel.ca.

DISTRIBUTEL
Yak

High Speed Cable Internet with Yak Digital Home Phone Setup Guide
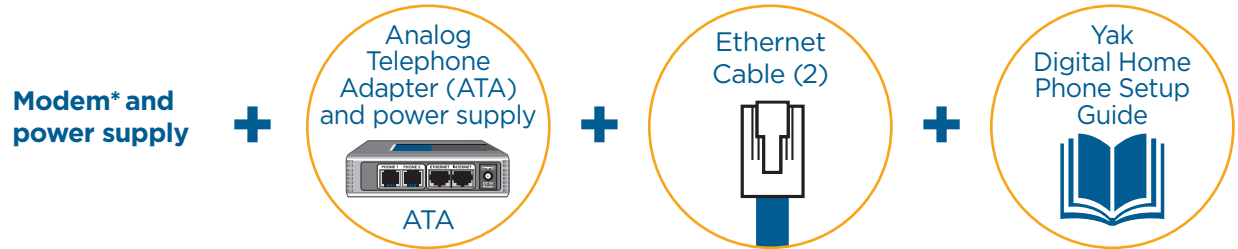
180312_DCL_Huwai_DHP_en.1

Thank You for choosing Distributel

In order to ensure the smooth setup of your Distributel High Speed Cable Internet service, please follow the easy steps laid out in this guide.
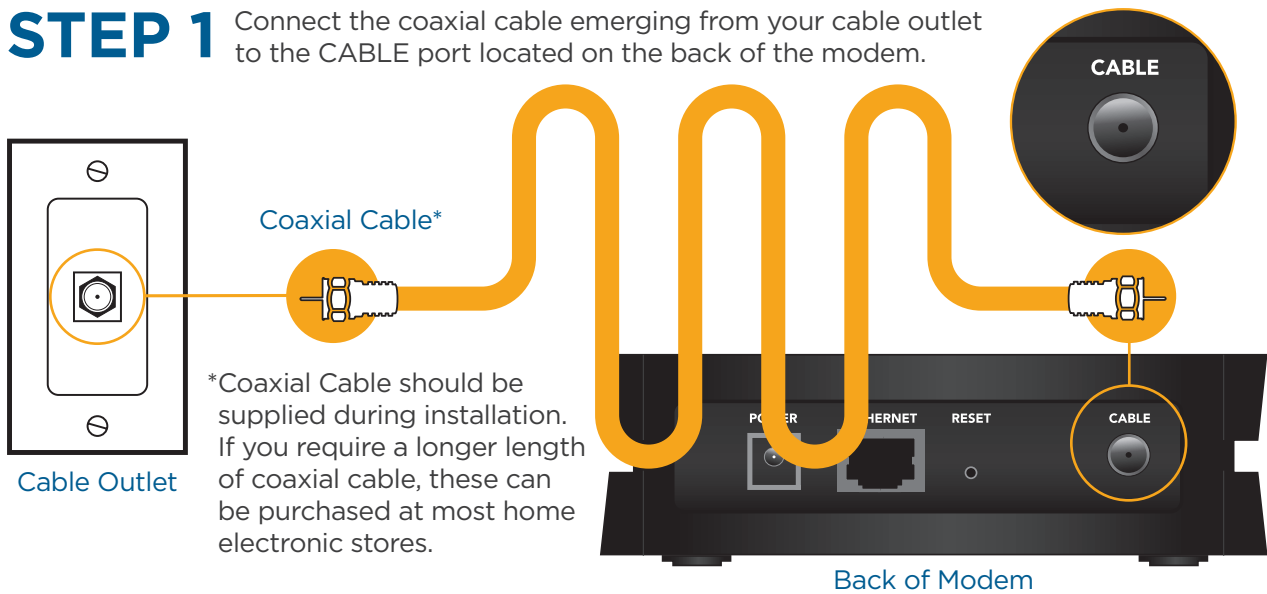
The setup kit for your High Speed Cable service with Yak Digital Home Phone should contain the following items:

Modem* and power supply + **Analog Telephone Adapter (ATA) and power supply** (ATA) + **Ethernet Cable (2)** + **Yak Digital Home Phone Setup Guide**

⚠️ **Before beginning the setup process, please ensure that all of your equipment is turned off.**

*Please note that the modem shown is for the purposes of illustrating the setup process and may differ from your device.
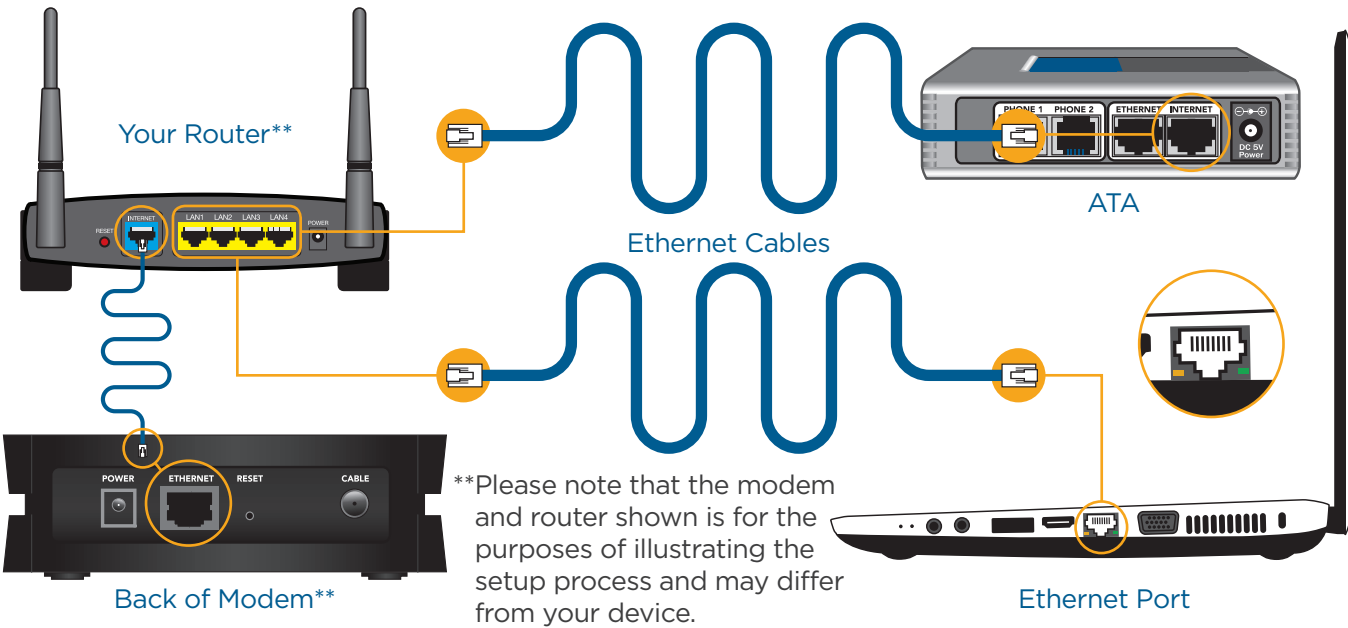
STEP 1
Connect the coaxial cable emerging from your cable outlet to the CABLE port located on the back of the modem.

Coaxial Cable*

Cable Outlet

*Coaxial Cable should be supplied during installation. If you require a longer length of coaxial cable, these can be purchased at most home electronic stores.

Back of Modem

STEP 2
Connect your telephone to the PHONE 1 port located on the back of the Analog Telephone Adapter (ATA). If you have ordered a second Distributel phone line, it will be provisioned on the "PHONE 2" port of the (ATA).

ATA   Phone Cable   Home Phone
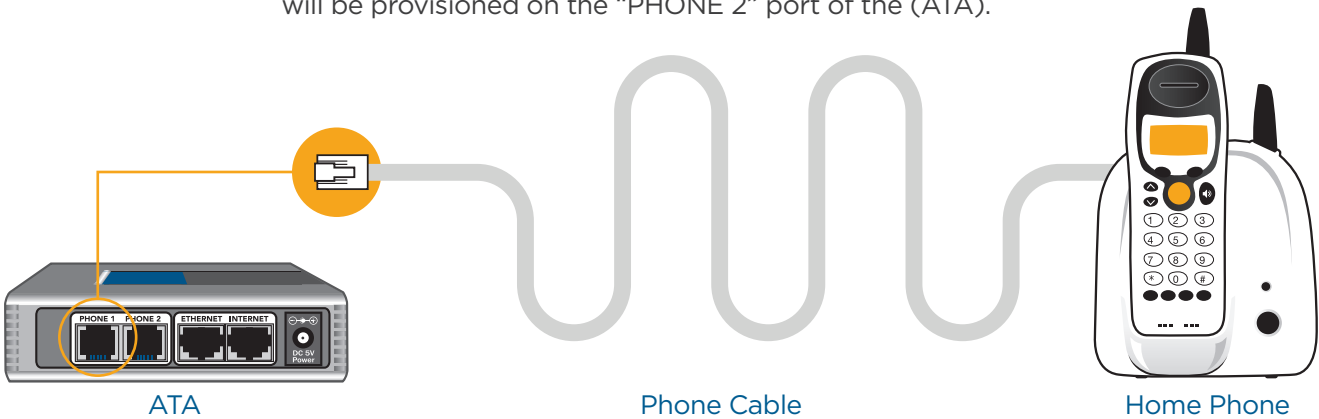
STEP 3
As the modem is a single LAN port modem, you will need a router to set up the YAK Digital Home Phone Service. Connect the Ethernet cable provided to the Internet/WAN port of your router. Then using the other Ethernet cable, connect one of the available router LAN ports to the blue INTERNET port of the Analog Telephone Adapter (ATA).

Your Router**

ATA

Ethernet Cables

Back of Modem**

**Please note that the modem and router shown is for the purposes of illustrating the setup process and may differ from your device.

Ethernet Port

⚠️ **You may now turn all your devices back on.**

STEP 4A
Please wait for the modem to boot-up. The POWER, DS, US and ONLINE lights must be solid; green or blue. The LINK light should be either solid or flashing. A flashing LINK light indicates data transferring. If the lights do not behave as described, repeat steps 1 to 3.

Front of Modem

CABLE MODEM LIGHTS

LIGHTS	READ
Power	Solid Green
DS	Solid Green or Blue (Bonded Channel)
US	Solid Green or Blue (Bonded Channel)
Online	Solid Green
Link	Solid or Flashing Green or Blue (Gigabit)

STEP 4B
Please wait 2 minutes for the Analog Telephone Adapter (ATA) to boot up. The POWER, INTERNET and PHONE 1 lights should become solid green. The PHONE 2 light should become solid green if you have subscribed to a second phone line with Distributel. If you do not see the mentioned lights, please repeat steps 1 to 3.

Front view of the ATA

LIGHTS	READ
POWER	Solid Green
INTERNET	Solid Green
PHONE 1	Solid Green
PHONE 2	Solid Green

CONGRATULATIONS! YOUR SETUP IS NOW COMPLETE.