

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.

High Speed Cable Internet with Yak Digital Home Phone Setup Guide



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.



Thank You for choosing Distributel

In order to ensure the smooth setup of your Distributel High Speed Cable Internet and Yak Digital Home Phone services, please follow the easy steps laid out in this guide.

Hitron Modem* and power supply

The setup kit for your High Speed Cable service with Yak Digital Home Phone should contain the following items:

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

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

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

STEP 1 Connect the coaxial cable emerging from your cable outlet to the CABLE port located on the back of the modem.

Cable Outlet **Cable** **Back of Hitron Modem**

*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.

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** **Ethernet Cables** **ATA**

Back of Hitron Modem** **Ethernet Port**

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

⚠ You may now turn all your devices back on.

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

Front of Hitron Modem

HITRON CDA3 MODEM LIGHTS	
LIGHTS	READ
POWER	Solid
US	Solid
DS	Solid
STATUS	Solid
LINK	Solid or Flashing

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.