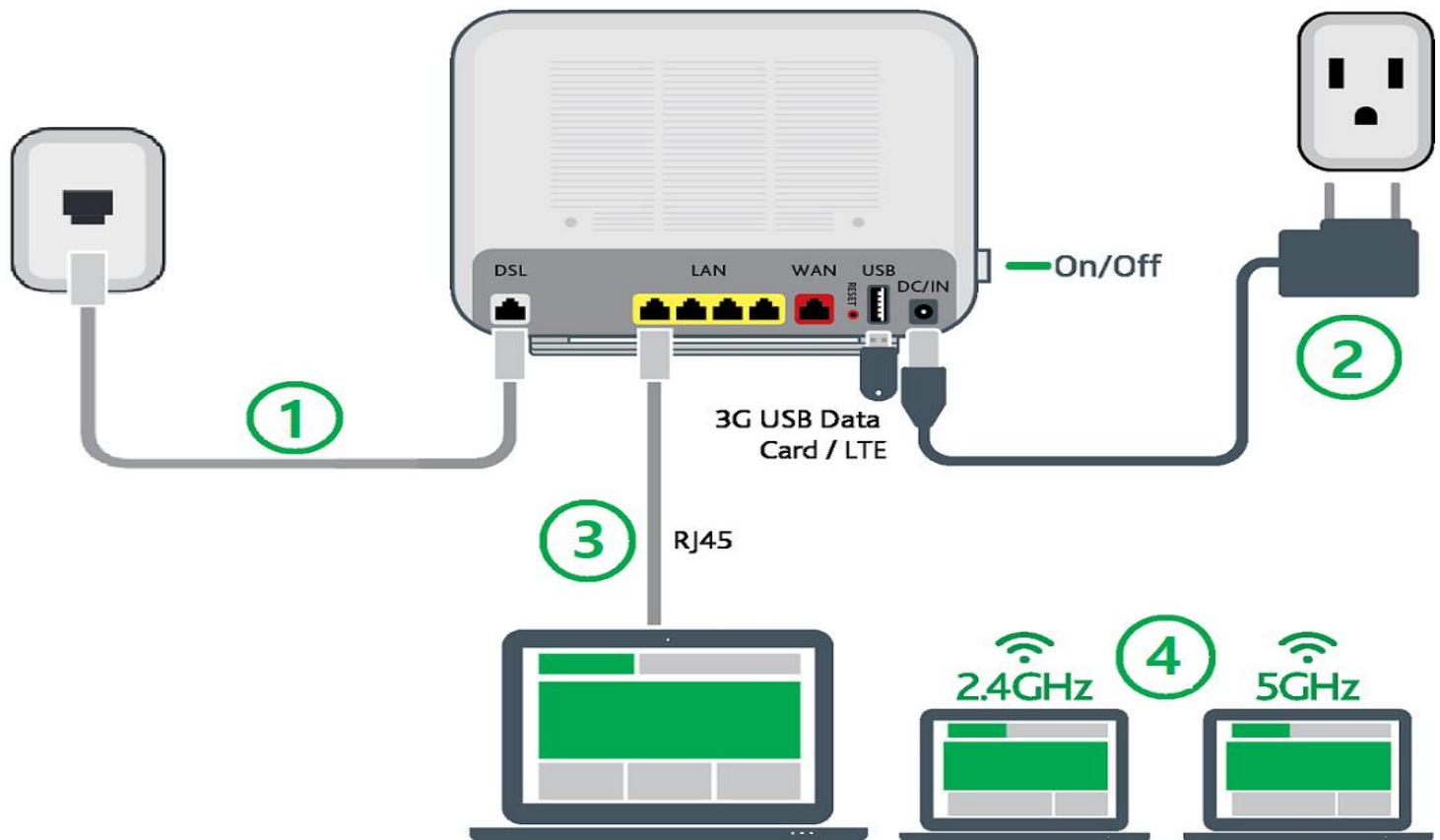




Libertel
de la Capitale
Nationale

About your SmartRG SR516ac



Your SmartRG SR516ac modem has been configured by NCF and is ready for use once your DSL service is active.

SETUP

Your modem comes with a phone cable, an Ethernet cable and a power adapter. The phone cable has narrower plugs than the Ethernet cable.

1. **DSL:** Connect the modem to the wall jack with the phone cable.
For a Wet line (a telephone line with active voice-service): connect a DSL filter to any phone line in your residence where you have a telephone, answering machine or fax machine. Plug the filter into a phone wall jack – and then the phone device into the filter.
2. **Power:** Plug the power adapter into a wall outlet and then into the back of your DSL modem. A power bar with a surge protector is recommended. Power-up the modem by pressing the ON/OFF button on the side.
3. **Wired:** If you want to connect a device directly to the modem, plug the Ethernet (RJ45) cable into any port labelled LAN on your modem. Connect the other end of the cable to the Ethernet port on your device.
4. **Wireless:** On your device, select one of the WiFi network for your modem (Format: NCF-XXXX) and when asked for a “password” or “key” use the WiFi Password you were provided with your modem. Your computer or device will select the better of two WiFi frequency bands available from your modem:
 - a. 2.4GHz networks penetrate building materials better but can be slower and is more prone to wireless interference.
 - b. 5GHz networks are often faster and less prone to wireless interference but do not penetrate building materials as well and can have a limited range.

It takes up to a minute for the DSL light to illuminate after powering on. You should ultimately have a solid green DSL light on the modem, and it is normal for the WiFi, LAN and Internet lights to flash occasionally, showing data moving.

CAUTION: PRESSING THE RECESSED RESET BUTTON ON THE BACK OF THE MODEM WILL ERASE THE MODEM'S CONFIGURATION ENSURING THE CONNECTION WILL NOT WORK UNTIL THE MODEM IS RECONFIGURED.

TROUBLESHOOTING TIPS - FOR SERVICE INTERRUPTIONS OR FAILED ACTIVATIONS

Sometimes your DSL service can be interrupted or your initial activation might not occur smoothly. If you do have a problem, follow these steps:

1. If there is no DSL signal (i.e no solid green DSL light), turn your modem off, wait ten seconds, then turn your modem back on again. Wait five minutes for modem to start – if no DSL light, proceed to step two.
2. Trace the phone cable from the wall jack to the modem and ensure it is plugged in securely on both ends (it should click in and not come loose with a small tug).
3. If you have a Wet line, ensure you haven't put a filter on the line that goes into your modem, and that all telephones have filters plugged into the phone wall jack, and are themselves plugged into the filter to prevent interference. Use the phone cable that came with the modem or one less than two metres long.
4. Check to see if there is a telephone jack at your home's Demarcation Point and plug in your modem there. This is the location inside your home where the Bell wires enter through the wall from outside.
5. If you still have no DSL signal, please contact your NCF HelpDesk via 613-721-1773 and press "0" OR email us at support@ncf.ca for assistance.

Note that wiring INSIDE your home is your responsibility. The quality of in-home wiring varies greatly, particularly in older homes. Search the Internet using terms such as "home networking wiring Ottawa" for contractors who will repair your wiring. If Bell needs to make repairs to your inside wiring, there will be a charge that will be passed on to you.

Having trouble with a poor WiFi signal in certain areas of your home?

1. Set the modem about 4 to 6 feet off the ground and is not close to any large metallic objects (including appliances) which can impede radio waves.
2. If you have a Wet line, try moving the modem to a more central location in your home, as long as there is a phone wall jack nearby.
3. Visit <https://wifi.ncf.ca> for more suggestions on how to troubleshoot and improve WiFi performance.

SUPPORT

We will make our best effort to help with your home networking issues and offer direction on your computer software and set-up issues.

How to get help:

1. Visit <https://help.ncf.ca> – For detailed how-to information pages.
2. Use <https://dg.ncf.ca> - Members helping members solve problems.
3. Create a support ticket with the NCF Help Desk:
 1. You can email us at support@ncf.ca
 2. Call **613-721-1773** and press "0".

Other NCF Pages:

- <https://SR516ac.ncf.ca> - Informational pages on setup, troubleshooting and optimizing your SR516ac modem.
- <https://start.ncf.ca> - Your personal NCF StartPage: see web-based email access along the left side of this page.