



HI-SPEED INTERNET USER GUIDE

Cable Connection - Dynamic IP Address

2014-07 VERSION

1 888 TÉLÉBEC

Télébec

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1 CONFIGURING TCP/IP PROTOCOL

The TCP/IP protocol must be installed, as this step enables you to be identified on the Internet. Without this information, you will not be able to access the Internet. It is therefore important that you make sure that the data you enter is accurate. Please refer to the "Important Information" section of this document.

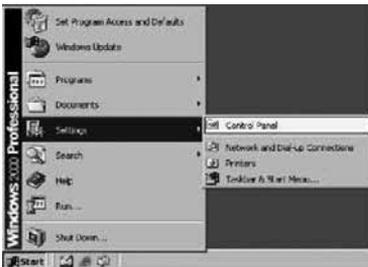
Before configuring the IP address, make sure that the physical components are working properly. The network interface card needs to have been configured and the modem installed in order to do this.

1.1 CONFIGURING IN WINDOWS XP

Please note that the following screens may look different on your computer depending on the display settings selected.

- 1- Click **Start -> Settings -> Control Panel.**

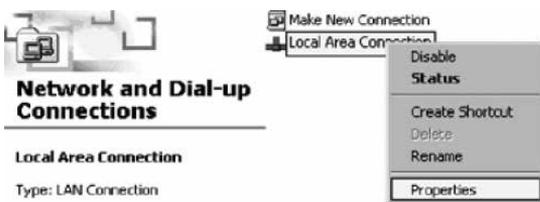
The Network and Dial-up Connections shortcut might appear and, if so, select it and go directly to Step 3.



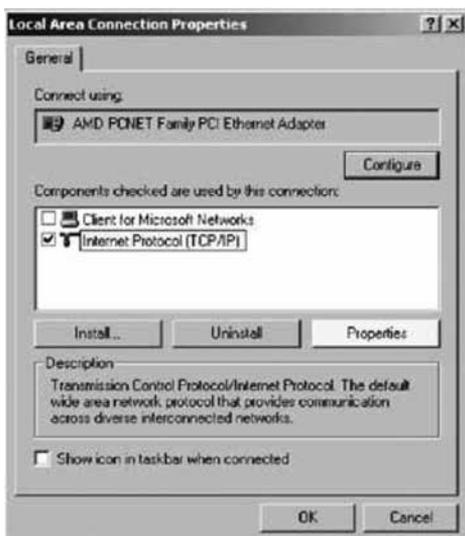
- 2 - Double-click **Network and Dial-up Connections.** A summary of the connections will appear if you have several types of connections. It is not unusual to see an analog modem connection (dial-up connection) and a network connection (Local Area Network).



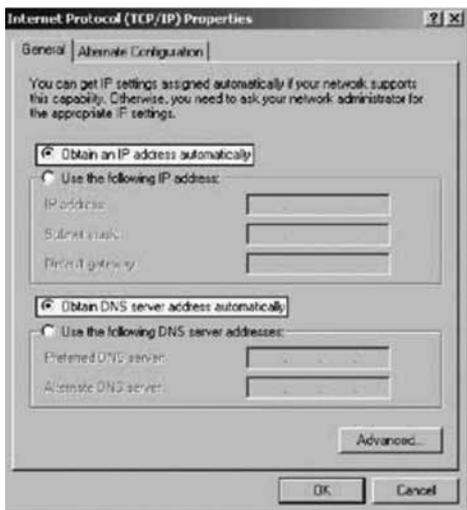
- 3 - In **Network and Dial-up Connections**, right-click the **Local Area Connection** icon and then click **Properties**.



- 4 - In **Local Area Connection Properties**, in the list of components, click once on **Internet Protocol (TCP/IP)**. Then click the **Properties** button.



- 5 - In **Internet Protocol (TCP/IP) Properties**, select the options **Obtain an IP address automatically** and **Obtain DNS server address automatically**.



- 6- Click **OK**.

Your configuration is now complete. Please restart your computer to test your Internet connection.

If your Internet connection does not work, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1 888 TÉLÉBEC (835-3232).

1.2 CONFIGURING IN WINDOWS VISTA

Please note that the following screens may look different on your computer depending on the display settings selected.

- 1- In **Start** (the Microsoft Windows icon ), click **Control Panel**.



- 2- Double-click **Network and Sharing Center**.



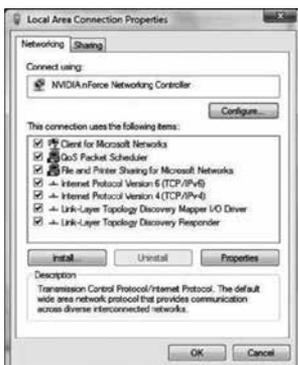
3- In the menu on the left, click **Manage network connections**.



4- Right-click the **Local Area Connection** icon. Then click **Properties**.



- 5- Under the **Networking** tab, select **Internet Protocol Version 4 (TCP/IPv4)** by clicking on it once. Then click the **Properties** button.



- 6- In **Internet Protocol (TCP/IPv4) Properties**, select the options **Obtain an IP address automatically** and **Obtain DNS server address automatically**.



- 7- Click **OK**

Your configuration is now complete. Please restart your computer to test your Internet connection.

If your Internet connection does not work, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1 888 TÉLÉBEC (835-3232).

1.3 CONFIGURING IN WINDOWS 7

Please note that the following screens may look different on your computer depending on the display settings selected.

- 1- Click **Start** -> **Control Panel**.



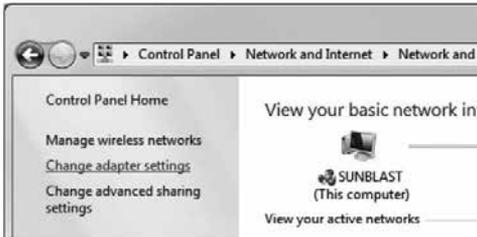
- 2- In the **Control Panel**, choose the classic view by clicking on the little downwards pointing arrow next to the "Control Panel" in the address bar at the top and choose **All Control Panel Items**.



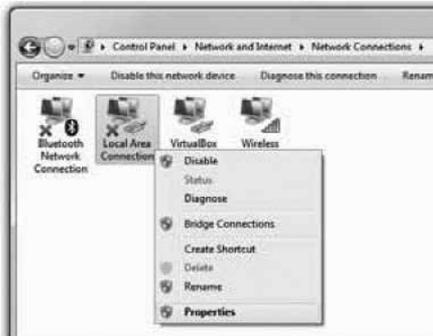
- 3- Click **Network and Sharing Center**.



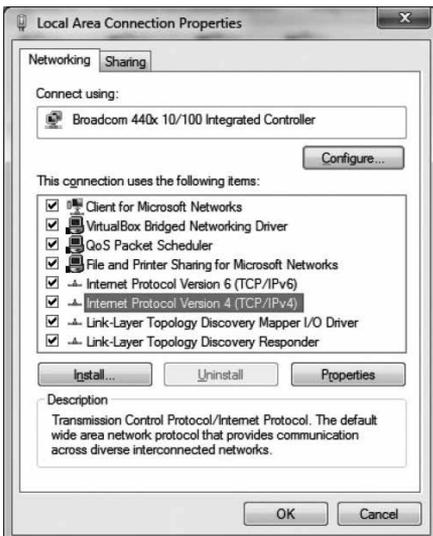
- 4- Then click **Change adapter settings**.



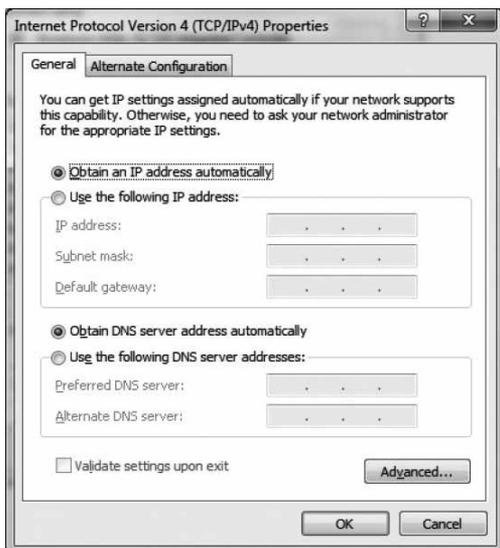
- 5- In **Change adapter settings**, right-click the Local Area Connection icon and click **Properties**.



- 6- In **Local Area Connection Properties**, select **Internet Protocol Version 4 (TCP/IPv4)** by double-clicking it.



- 7- In **Internet Protocol Version 4 (TCP/IPv4) Properties**, select the options **Obtain an IP address automatically** and **Obtain the following DNS servers automatically**.



- 8- Double-click **OK** to return to the list of network peripherals. Once this data has been entered, your Internet service will work.

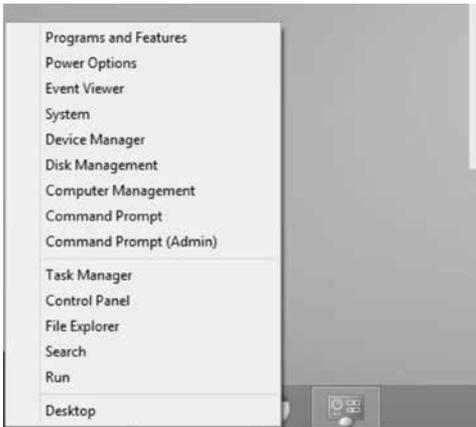
Your configuration is now complete. Please restart your computer to test your Internet connection.

If your Internet connection does not work, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1 888 TÉLÉBEC (835-3232).

1.4 CONFIGURING IN WINDOWS 8

Please note that the following screens may look different on your computer depending on the display settings selected.

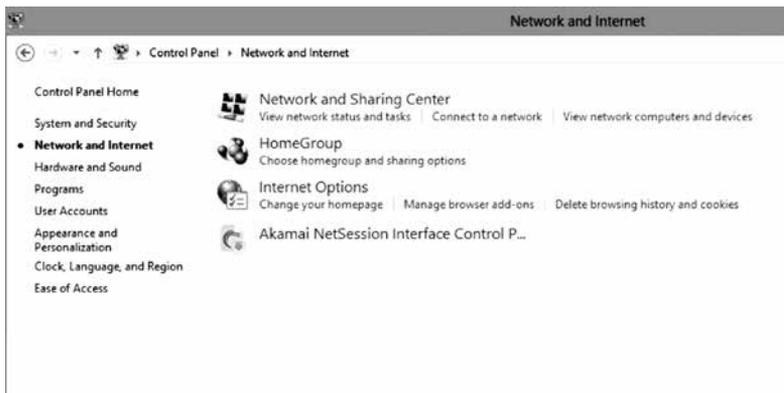
- 1- Right-click the bottom left corner of the screen to bring up the menu (or press Ctrl X). Click on **Control Panel**.



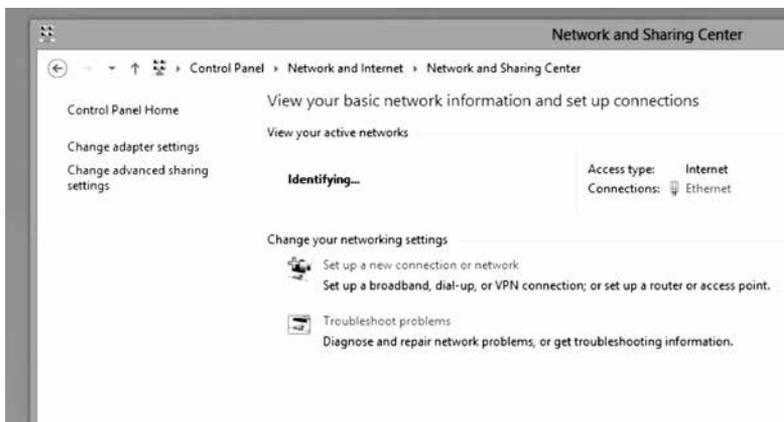
- 2 In the **Control Panel**, click on **Network and Internet**.



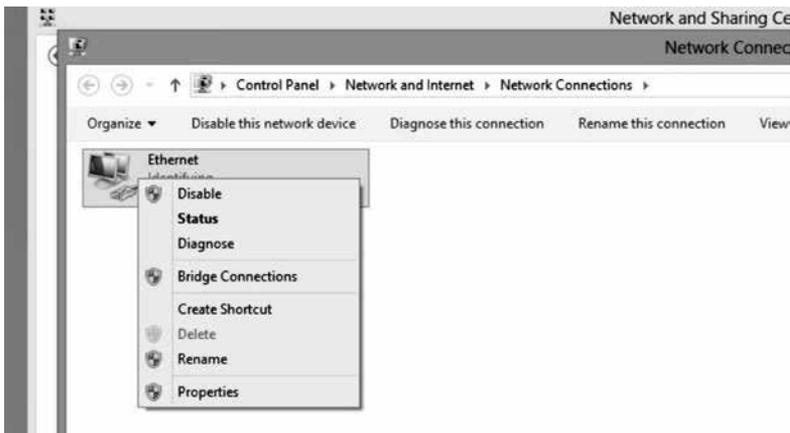
3- Click **Network and Sharing Center**.



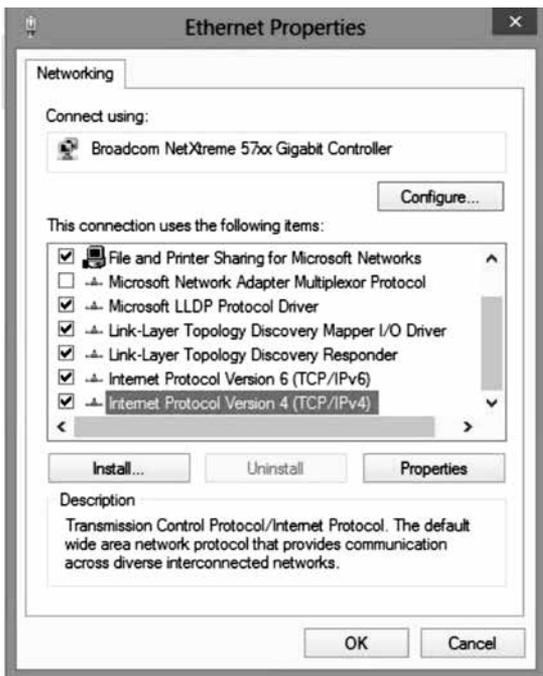
4- Then click **Change adapter settings**.



5- In **Network Connections**, right-click the Ethernet icon and click **Properties**.



6- In **Ethernet Properties**, select **Internet Protocol Version 4 (TCP/IPv4)** by double-clicking it.



- 7- In **Internet Protocol Version 4 (TCP/IPv4) Properties**, select the options **Obtain an IP address automatically** and **Obtain DNS server address automatically**.



- 8- Double-click **OK** to return to the list of network peripherals. Once this data has been entered, your Internet service will work.

Your configuration is now complete. Please restart your computer to test your Internet connection.

If your Internet connection does not work, please check to ensure that you followed the previous steps. If the problem persists, contact Technical Support at 1 888 TÉLÉBEC (835-3232).

2 CONFIGURING A MAILBOX

To configure your mailbox, visit the **Technical Support** section of our website: telebec.com

Follow these steps:

Under Internet, select **Troubleshooting Tools and Guides**, then **Configuring a Mailbox**.

3 CONTACTING US

Was this guide not able to answer some of your questions?

For technical assistance 24/7, call 1 888 TÉLÉBEC (835-3232) or visit the **Technical Support** section of our web site:

Residential – telebec.com

Business – telebec.com/business

4 IMPORTANT INFORMATION

Domain name of your service:

tlb.sympatico.ca

Outgoing mail server (SMTP):

smtp1.tlb.sympatico.ca

Incoming mail server (POP3):

pop1.tlb.sympatico.ca

Username:

(Account name) _____

Password: _____

Email address: _____

It is your responsibility to keep this information in a secure place for future use.

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