

### Steps to Receive Internet Service from Consolidated

1. Install your new modem.
2. Sign your contract on-line. Your service will be discontinued if this step is not completed.
3. Enjoy! If your internet service isn't working correctly, follow the steps on the reverse side of these instructions. Call our Helpdesk at 800-232-7094.

### Install a New Modem

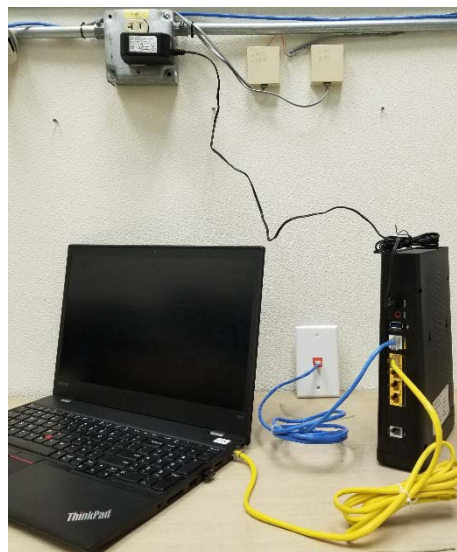
If you need assistance during installation, call our Helpdesk at 800-232-7094.

1. Unplug your old modem.
2. Follow the Quick Start Guide to install your modem, making sure it stands or hangs upright.
3. After the modem's lights have linked up according to the included Light Guide, either:
  - a. connect your computer using the yellow cable, or
  - b. connect using a tablet or cell phone, (i) go into Settings to turn your device to airplane mode, then (ii) connect to the ZyXEL Wi-Fi network.
4. Open a browser, such as Safari, Firefox, or Chrome, and type <https://nebnet.net> in the address bar. A blue Consolidated screen should pop up asking for a username and password. If a "Your connection is not private" screen appears, click on the "Advanced" tab at the bottom, then click on "Proceed to nebnet.net (unsafe)." The blue Consolidated screen should now show up.
5. Input your username and password below and wait for a "Congratulations" screen.

**Username:** \_\_\_\_\_ **Password:** \_\_\_\_\_

6. Restart your computer. Unplug your modem's power supply for 5 seconds then plug it back in. After the modem restarts, open a webpage and try surfing the net.
7. Connect all your devices to the Wi-Fi network using the password below, which is also shown on the modem's side label.

**Wi-Fi SSID:** \_\_\_\_\_ **Wi-Fi Password:** \_\_\_\_\_



### Sign Your Contract On-Line

1. Open a web browser, and go to Consolidated's website at <https://www.nebnet.net>

2. Click on “Customer Forms” in the top right corner, then scroll down and click on “General Broadband Only Agreement”.
3. Read through the agreement and fill in the blanks, as requested. (Your Phone/Account number is the number given to you by the customer service representative when you requested service, not your cell phone number.) If you have questions, call our office at (800) 742-7464.
4. Select the date and check the box that “I have read and agree with these terms.”
5. Select your service speed using the drop-down arrow and input a “1” in the quantity box for VDSL Modem Kit. (You will not be charged for the modem if you were told you would receive it for free.)
6. Click “Submit” at the bottom and wait for the page to refresh. A “Thank You” screen should appear. If not, look for areas highlighted in red indicating that an input was missed.

### What to Do If My Internet Service Isn't Working

*Do NOT press the red “RESET” button located on the back of the modem, as this will cause your internet to stop working, which will require a service call to fix.*

1. Unplug your modem for 5 seconds, then plug it back in. Frequently this action will resolve most issues, but if not proceed to step 2.
2. Collect information about your modem’s lights: Are they on or off? What color are they? Are they solid or blinking?

| Light      | Fiber Customers   |
|------------|---|
| Power      | Solid green   |
| DSL1       | Not lit   |
| DSL2       | Not lit   |
| Internet   | Will blink green when the modem is transferring data  |
| WAN/LAN    | Solid green   |
| Ethernet 1 |   |
| Ethernet 2 | Will blink green when a device, such as a computer, Roku or Xbox, plugged in this port is transferring data |
| Ethernet 3 |   |
| Ethernet 4 |   |
| USB        | Green, if in use  |
| WiFi 2.4G  |   |
| WiFi 5G    | Will blink green when WiFi is in use  |



3. If the above steps don't work satisfactorily, email [support@nebnet.net](mailto:support@nebnet.net) or call our Internet Helpdesk at 800-232-7094 and select the option to leave a message.