DSL Quick-Install Guide

nucleus®
Information Service Inc.

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Welcome and Introduction

Welcome, and thank you for purchasing the new Quick-Install DSL service from Nucleus. This service allows you direct access to the Internet 24 hours a day, seven days a week, without the cost of an additional phone line. Not only do you have instant access, you have FAST access. Depending on your level of DSL service, you will now be able to achieve speeds of up to 150 times faster than your regular analog modem connection. Web pages, email, video and audio files will all load faster then you ever imagined. Your online experience will now be more fun than ever!

Nucleus not only brings you the speed of your new connection, but also the reliability, service, and support to back it up. Nucleus, being the first Internet provider in Calgary, one of the first in the province of Alberta, prides itself on reliability and customer service. Should you have any issues with your service at all, we are just a phone call away.

This manual contains all the information you need, not only to install the hardware required for the service, but also how to configure your personal computer. Please follow these instructions very carefully, as missing even one step could result in your DSL service failing to work.

Setting Up Your DSL Modem

Step 1 (Check Equipment)

Your Quick-Install package should contain the following:

- One ComTrend or OvisLink ADSL2+ modem.
- One AC/DC power adapter for ADSL modem.
- One RJ45 to RJ45 Ethernet network cable.
- One RJ11 to RJ11 telephone cable.
- Up to four inline micro-filters. (one per phone).

If for any reason you do not have the above listed equipment, please contact Nucleus as soon as possible.

The installation of the ADSL service from Nucleus also requires that you already have a network interface card (NIC) installed in your personal computer. Without this card, your service will not work. Please call Nucleus if you have any questions regarding these types of interface cards.

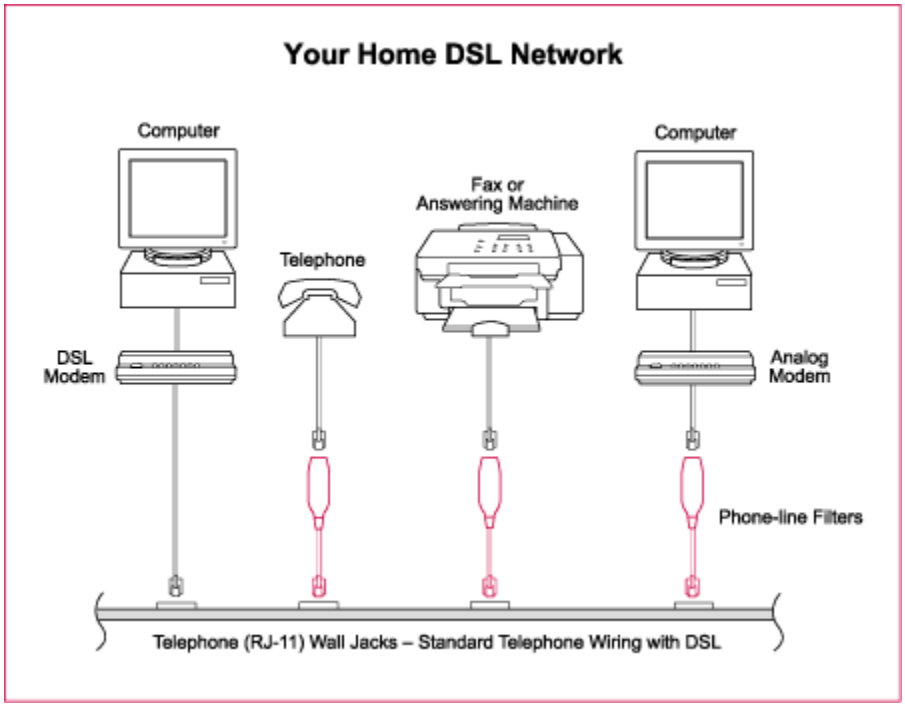
Step 2 (Install Inline Micro-Filters)

IMPORTANT: Do you have a home alarm system? While in-line micro filters are an effective way to eliminate the DSL signal on regular phones, fax machines, etc, it is possible that the DSL signal may effect the functionality of your alarm system. This is because an inline micro-filter cannot be added onto an alarm system. If you should have problems with your alarm, an onsite visit may be required to rectify this situation. Please call the Nucleus DSL Department for further details.

As the ADSL service for Nucleus shares your existing phone service from existing phone provider, it is important that we filter this signal out from your home phone service, while leaving it on the phone jack you are using for your ADSL modem. To accomplish this, we must install inline micro filters at each phone in the house.

Devices that would require inline micro-filters include phones, fax machines, caller-id boxes, analog modems, answering machines, etc.

Installation of the inline micro-filters is very easy, and should only take a few minutes depending on your situation. The drawing below outlines shows an example installation.



Every phone jack that has an analog device should have an inline micro-filter installed as shown above. DO NOT install an inline micro-filter to the ADSL modem, as the service will not function.

Step 3 (ADSL Modem Installation)

If you have not already done so, you will now want to install your network interface card (not supplied). Refer to manufacturers guide for installation process. Once you have the network interface card installed, locate the LAN port on the back of the ADSL modem and plug the Ethernet cable into the modem and then in turn, into the network card in your personal computer.

Locate the telephone jack nearest your computer. If there is any telephone equipment plugged into this you must unplug it to install the ADSL modem.

Plug the telephone cord provided by Nucleus into the telephone jack in the wall. Please remember that this telephone line should NOT have an inline micro-filter on it.

Locate the phone jack on the back of the ADSL modem. If you are holding the modem with the back towards you it will be the jack labeled “LINE”.

Depending on the DSL modem delivered to you from Nucleus, you may have a ComTrend or OvisLink modem. Please refer to the section below that pertains to your modem.

OvisLink OV303R2 ADSL2+

1. Power Button
2. Power Connector
3. Device Reset Button
4. LAN Ethernet Port
5. Line / ADSL Port

1. Power Light
2. ADSL Link Light
3. Data Transmit Light
4. LAN Link Light

Plug the AC/DC adapter into the back of the ADSL modem and then into the wall outlet. If possible it may be advisable to plug the power cable into a surge protector in order to protect your modem.

Plug a network cable into the Ethernet Port on the OvisLink modem and plug the other end into either your computer or your router.

Plug a thin phone cable into the Line / ADSL port on the modem, and then plug the other end into your phone jack.

There are four important lights on the front of your OvisLink modem. Once the modem is turned on, the lights on the front should flash from 1 to 3 minutes. If everything is connected properly then the Power and ADSL Link lights should be lit and solid green. You may see the ADSL Data and LAN Link lights flicker from time to time as the modem transfers data. If one of the lights is unlit or the modem does not appear to be functioning, please contact Nucleus immediately for technical assistance.

ComTrend CT-5621 ADSL2+

1. Power Adapter Connector
2. Power Switch
3. Console Port
4. USB port
5. LAN ports (Quantity 4)
6. LINE/ADSL port

Plug the AC/DC adapter into the side of the ADSL modem and then into the wall outlet. If possible it may be advisable to plug the power cable into a surge protector in order to protect your modem.

Plug a network cable into the 1X port on the ComTrend modem and plug the other end into either your computer or your router.

Plug a thin phone cable into the LINE port on the modem, and then plug the other end into your phone jack.

Please ensure that nothing is plugged into the CONSOLE port or the USB port on the modem.

There are three important lights on the front of your ComTrend modem. If everything is connected properly then the Power, LAN 1x and ADSL lights should be lit and solid green. You may see the ADSL light flicker from time to time as the modem transfers data. If one of the lights is unlit or the modem does not appear to be functioning, please contact Nucleus immediately for technical assistance.

ComTrend CT-5071 ADSL2+

1. Line / ADSL Port
2. LAN Ethernet Port
3. Power Adapter

1. LAN Link Light
2. Data Transmit Light
3. ADSL Link Light
4. Power Light

Plug the AC/DC adapter into the back of the ADSL modem and then into the wall outlet. If possible it may be advisable to plug the power cable into a surge protector in order to protect your modem.

Plug a network cable into the Ethernet Port on the ComTrend modem and plug the other end into either your computer or your router.

Plug a thin phone cable into the Line/ADSL port on the modem, and then plug the other end into your phone jack.

There are four important lights on the front of your ComTrend modem. If everything is connected properly then the Power, LAN Link and ADSL Link lights should be lit and solid green. You may see the ADSL TX/RX light flicker from time to time as the modem transfers data. If one of the lights is unlit or the modem does not appear to be functioning, please contact Nucleus immediately for technical assistance.

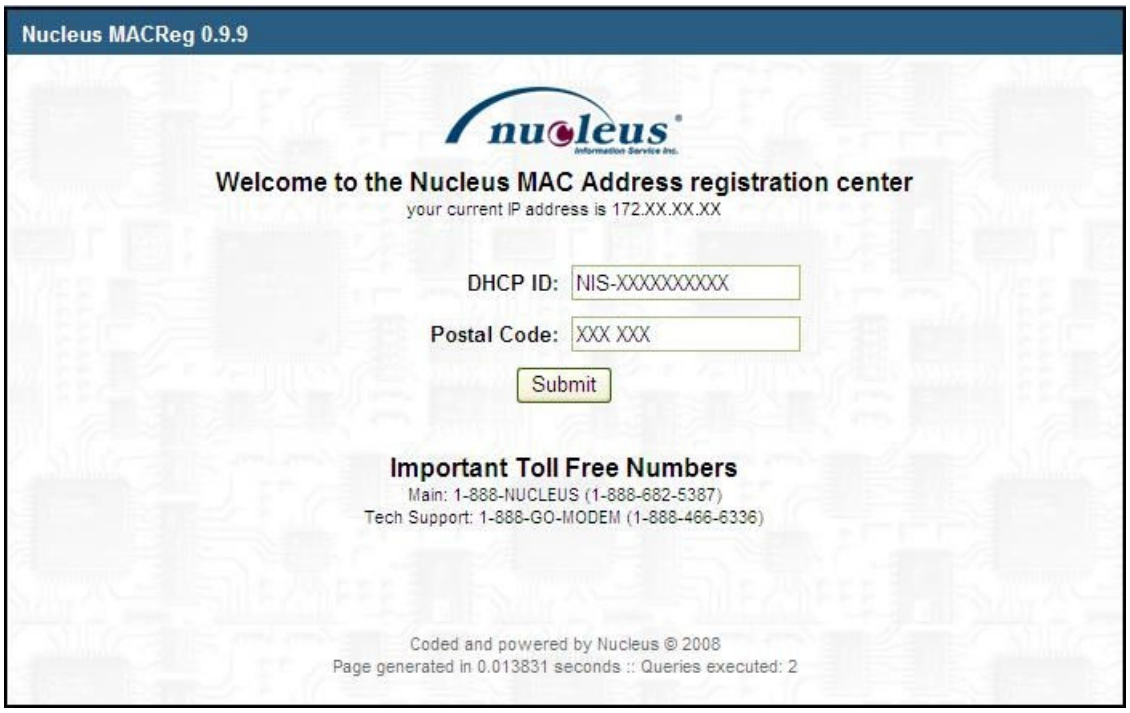
Registering Your Computer or Router

1. Open your web browser (such as Internet Explorer, Firefox or Safari) and enter http://macreg.nucleus.com in the address bar. When the page comes up, you will see the following:

2. Refer to the reference package that was provided to you by Nucleus. Locate your "Nucleus (DHCP) DSL Customer ID" which is followed by "NIS-"and a 9 or 10 digit number. Enter this ID into the space labeled "**DHCP ID**". The NIS- part is already in entered for you.

3. Enter the postal code of the location into the space labeled "**Postal Code**".

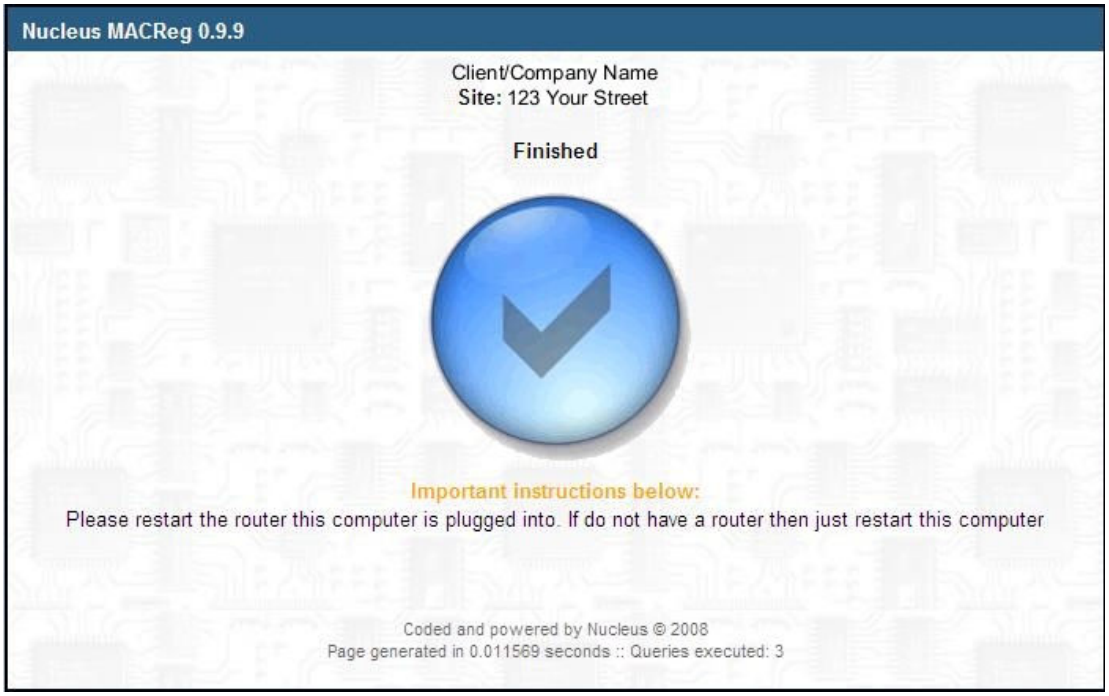
4. Click on the "**Submit**" button.



5. The following screen appears, showing the name Nucleus has your connection listed with and the street address of the connection location. If this information is correct, click on the triangle image.

6. The processing screen appears. Please wait.

7. When the circle with checkmark image appears, your registration is complete.



8. Restart your computer.

If The Device Does Not Have a Web Browser

This method applies only if the device connected directly to the modem is a game system or computer without a graphical interface.

Please have following information available

- Your “Nucleus (DHCP) DSL Customer ID” which is “NIS-“and a 9 or 10 digit number found in the reference package that was provided to you by Nucleus.

- The MAC or physical hardware address of your device which is a series of letters and numbers beginning with 00.

Call Nucleus Technical Support - see next section for contact information.

Contact Us

General & Billing Inquires:

Calgary:	Edmonton:	Rest of Canada:
(403) 209-0000	(780) 413-1700	(888) 682-5387

General Email: *info@nucleus.com*
Billing Email: *billing@nucleus.com*

Technical Support:

Calgary:	Edmonton:	Rest of Canada:
(403) 509-4960	(780) 448-0460	(888) 466-6336

Email: *support@nucleus.com*

Server Information

POP3 Server: mail.nucleus.com

SMTP Server: smtp.nucleus.com

News Servers: news.nucleus.com

Primary DNS: 66.18.192.252

Secondary DNS: 66.18.192.250

Analog Modem Dialup Numbers

Calgary: (403) 237-0951

Edmonton: (780) 421-8500

A complete list of Canada wide phone numbers can be found at http://www.mynucleus.ca/support