

# Cisco DPC3825 Installation Guide

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1-888-423-2333  
[www.nwtel.ca/smarterwifi](http://www.nwtel.ca/smarterwifi)



## Connecting your Gateway

- Disconnect your current modem from your cable outlet or splitter and from the electrical outlet.
- Unpack your kit. You should have:

Ethernet Cable



Power Supply



Cisco DPC3825 Wireless Gateway



- Turn on your computer.
- Now connect the existing coaxial cable coming from the wall to the cable connector on the back of the gateway (if you have a splitter see below\*).

Coaxial Cable

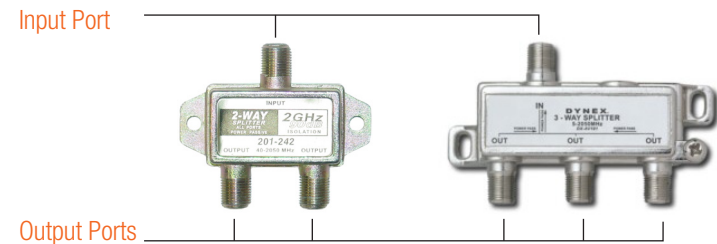


Coaxial Plate on Wall



Cable Connection

*\*If you have a splitter, you will have to connect your coaxial cable using the instructions below:*



Make sure that the cable coming from the cable outlet on your wall is plugged into input port of the splitter and the cable going to the modem is hooked up to the output port.

- Hand-tighten each connector to avoid damage.
- Plug the power cord adapter to the power connector on the back of the gateway and into the electrical outlet. This will turn the gateway on. You can leave the gateway plugged in when not in use.

*NOTE: Do not plug any devices into your gateway until you complete the next step.*

- The first time your gateway is connected and powered up it needs to download software to enable the wireless functionality. This process takes approximately ten minutes. After the download is complete, your gateway will reboot itself. The gateway will be ready for use when the **POWER**, **DS**, **US** and **ONLINE** lights on the front panel of the gateway stop blinking and remain on.

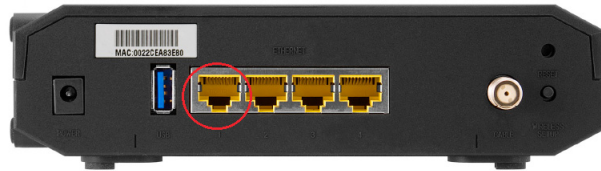
## Establishing Wireless Connectivity

There are two methods you can use to establish wireless network connectivity; an initial Ethernet connection (METHOD A) or by using the WiFi Protected Setup (WPS) method via the button located on the back of the gateway (METHOD B). If you know that your network adapter supports WPS you can use the procedure outlined in METHOD B otherwise please follow the instructions for METHOD A.

For either method you will need to know your network SSID. Your default SSID is NWT plus the last four digits of your Northwestel Account Number. i.e. NWT1846.

## METHOD A – Using Ethernet Setup

Using the supplied yellow Ethernet cable and connect your computer to Port 1 on the back of your gateway.

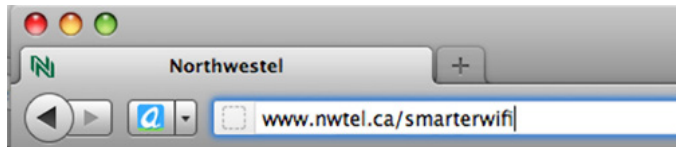


Port 1

A. Open your favourite web browser (Internet Explorer, Firefox, Chrome, Safari, etc).

*NOTE: If you use Internet Explorer please ensure that both your Security Policy and your Privacy Policy is set to MEDIUM.*

1. Type [nwtel.ca/smarterwifi](http://nwtel.ca/smarterwifi) into the browser address bar.



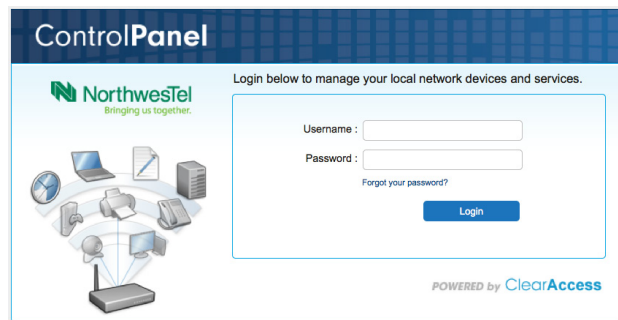
2. Scroll to the bottom of the page and click on the Control Panel link.

### Already a Wireless Home Networking Customer?

Use your ClearAccess control panel to manage your local network devices and services.

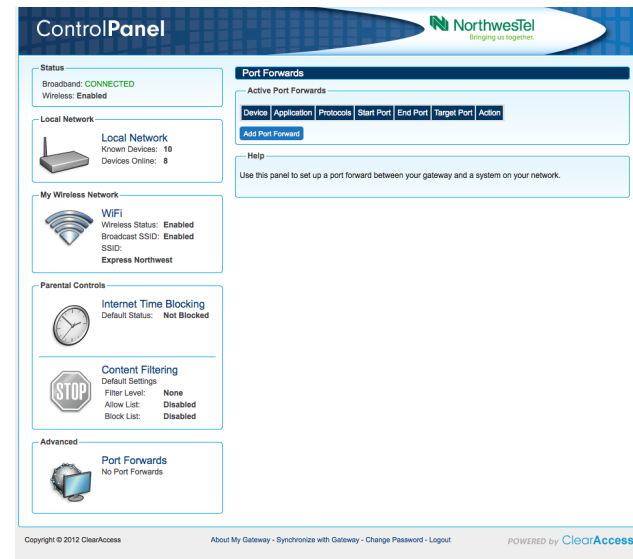
- [Control Panel](#)

3. You should now see the Control Panel Login screen below.



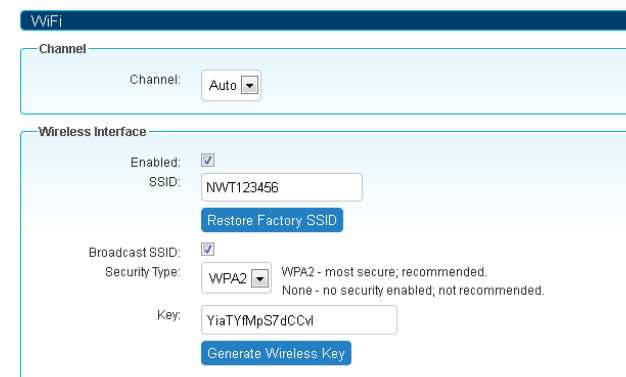
*NOTE: If the URL link in step 2 does not cause the Control Panel login screen to appear, please type 192.168.12.1 into your web browser and hit enter.*

4. Enter your username and password. Your username is the email address you provided at time of order and the password is northwestel (all lowercase). Then click Login.
5. You will now be prompted to change your password. Once you have changed your password, you must log out and then log back in using your new password.



6. When you log into the Control Panel you will see this screen.

7. To locate the information you need to set up a wireless connection. Click on the **WiFi** link under **My Wireless Network** located on the left side of the screen. This opens the Wireless summary pane on the right side of your screen.



- i. You should record the SSID and key information from this screen. The SSID is the name for your wireless network and the key is used to prevent unauthorized access to your network.
- ii. You can leave the SSID and/or the security key as they are or you can change them to something of your choosing. If you do change either of these please remember to click save at the top of your screen.

*NOTE: Your default SSID security key is a machine-generated and has been made available only to you. If you decide to change it, use a random generation of letters and numbers for the best security against hackers.*

8. Now log out of the Northwestel Control Panel.
9. Remove the Ethernet cable connection from your computer to the gateway.
10. On your computer, open up the appropriate Network Connection utility for your operating system.

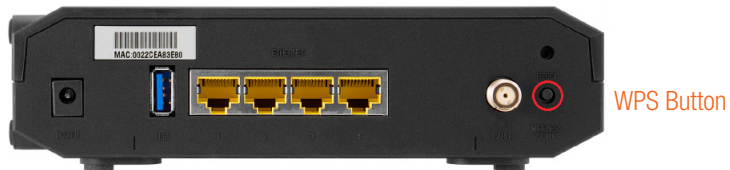
*NOTE: For step-by-step instructions on how to do this please see the Northwestel Cable User Guide found at <http://nwtel.ca/smarterwifi>*

11. Select your Wireless Network, enter your key and click connect. Your wireless connection should now be established.

For information on using the Northwestel Control Panel please follow the link for [Control Panel User Guide](#) located at the bottom of the page at <http://nwtel.ca/smarterwifi>

## METHOD B – Using WiFi Protected Setup (WPS)

1. Locate and push the WPS button on the back of your gateway.



2. The Wireless Setup light on the front panel of the gateway will flash.



Setup Light

3. Using the appropriate wireless network connection utility on your computer, select your network and click connect.

*NOTE: For step-by-step instructions on how to do this please see the Northwestel Cable User Guide found at <http://nwtel.ca/smarterwifi>*

4. Your wireless connection should now be established.

*Northwestel's High Speed Internet Terms of Service* document is the agreement between High Speed Internet customers and Northwestel and outlines the terms and conditions for access to our High Speed service.

*Please make sure that you have carefully read this document.*

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