

Welcome Home

Your internet service is installed and ready for a router. You can provide your own router or rent one from Astound. See below for more information.

Here's what you need to know

You'll find the main feed in your smart panel, located in your upstairs laundry room. The Astound connection has a label tag and a blue "boot" to identify it.



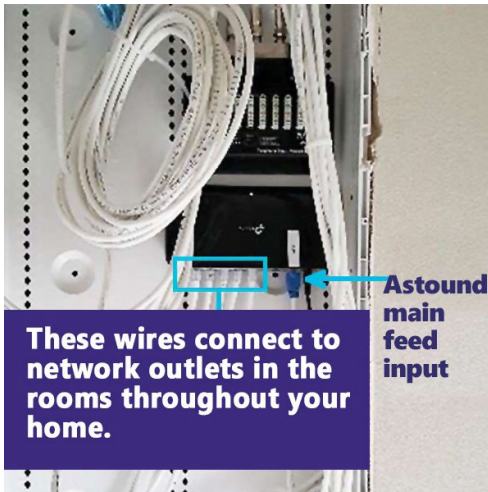
This is your smart panel



Inside your smart panel



main feed



The main feed plugs into an input on the switch. From the switch, there are Ethernet cables that connect to wall jacks in several of your rooms, which should be labeled by the electrician.

How to connect to your wireless service (WiFi)

You will need a wireless router to set up your WiFi service. You can use your own or rent one from us. Rental includes full support and replacement if needed.

Rent a wireless router from Astound

Contact us at **1-844-779-2834** or visit us online:

www.astound.com/ten-trails/contact-us/

Use your own wireless router

You have two options if you choose to use your own wireless router.

1. Connect it in the smart panel

- Plug the Astound feed with the blue boot into your wireless router input
- If you would like to be able to use a hard-wired connection in other rooms, connect your router to the switch with another Ethernet cable

2. Set it up in one of your pre-wired rooms

- Ensure the Astound feed with the blue boot is plugged into the switch as shown on the previous page
- Select a pre-wired location that is connected to the switch
- Using an Ethernet cable, plug your router into the wall jack corresponding to that location

More Support

Register your account

In order to fully support your service and deliver an optimal customer experience, Astound requires some key information for your account. Please provide your information in our online form:

www.astound.com/ten-trails/contact-us/

Help is available 24/7 from our support center:

1-844-779-2834