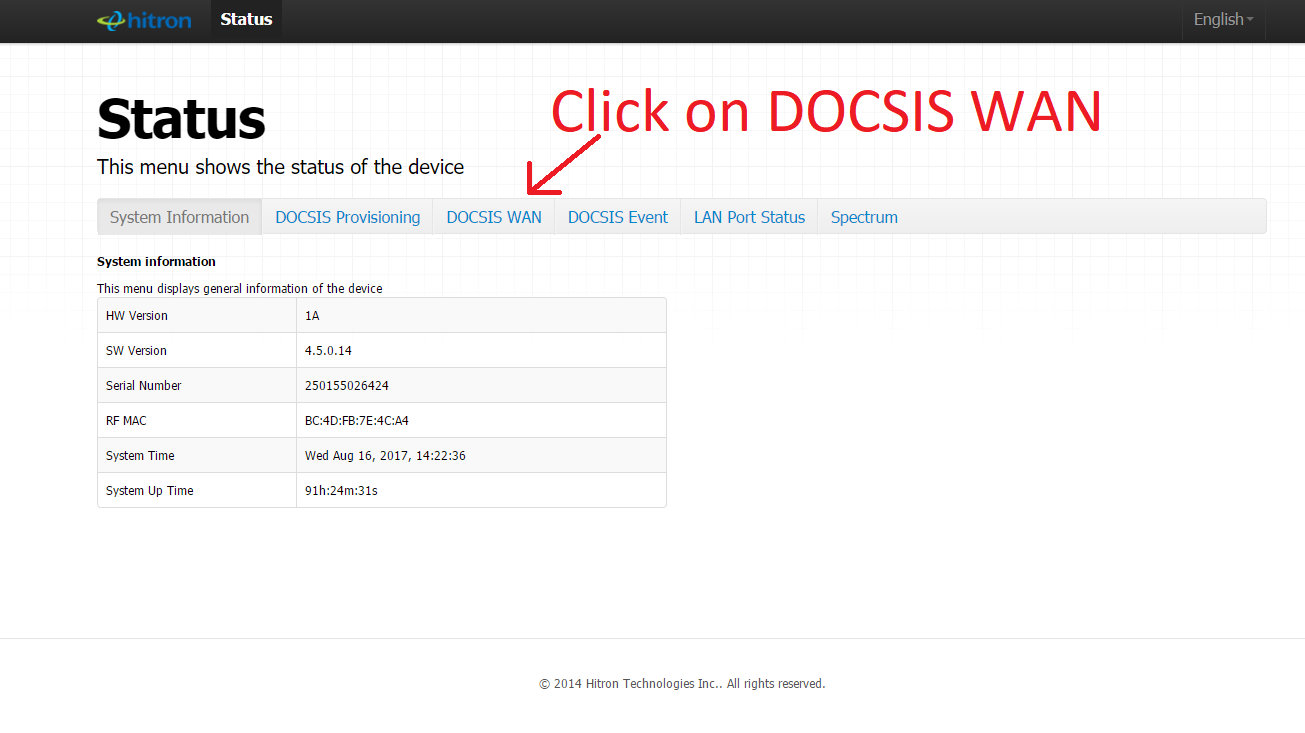
Dear Customer:

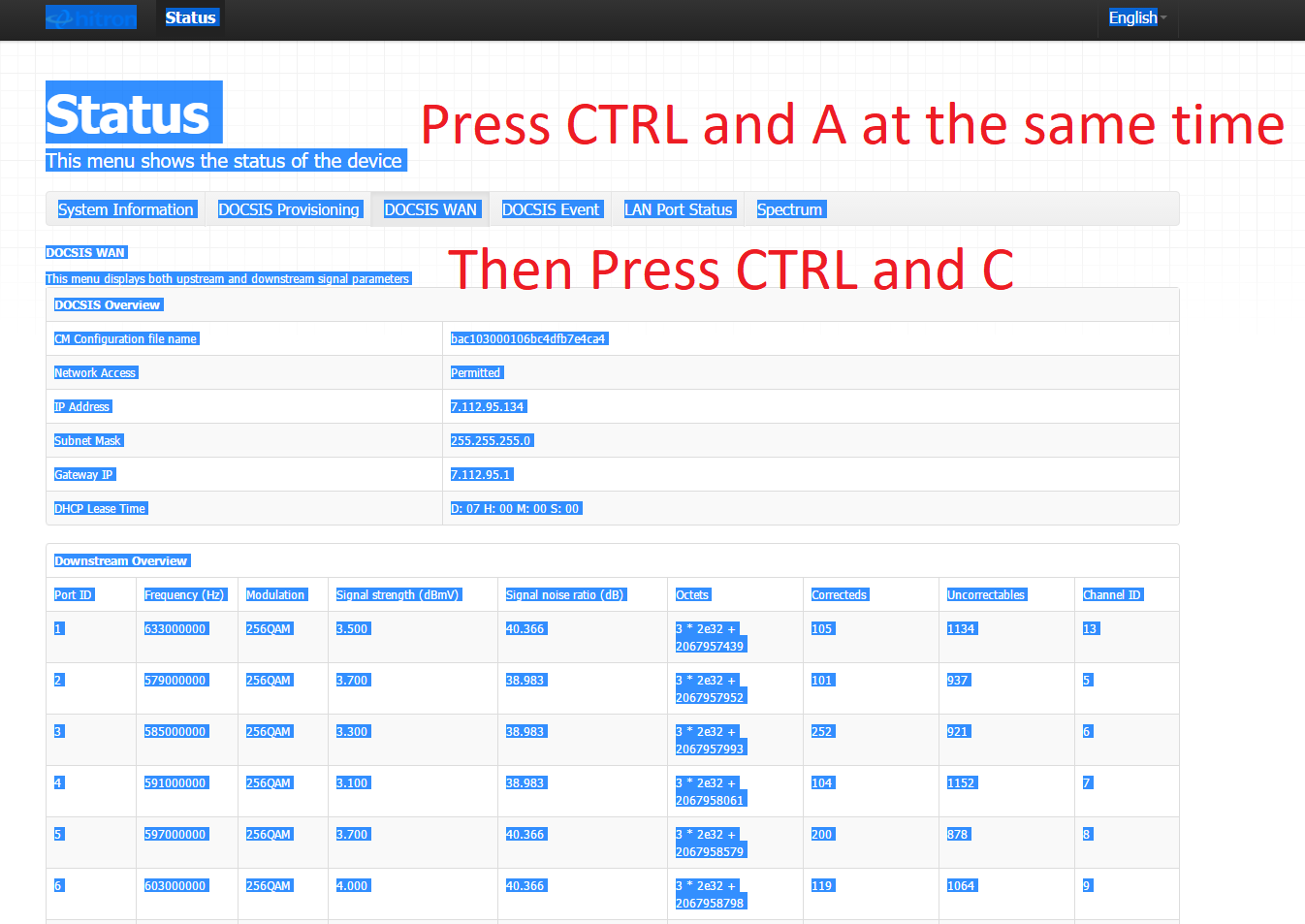
Before we trouble shoot your RF issues, we need to collect some information from you side.

Please connect your modem directly to a computer with a network cable.

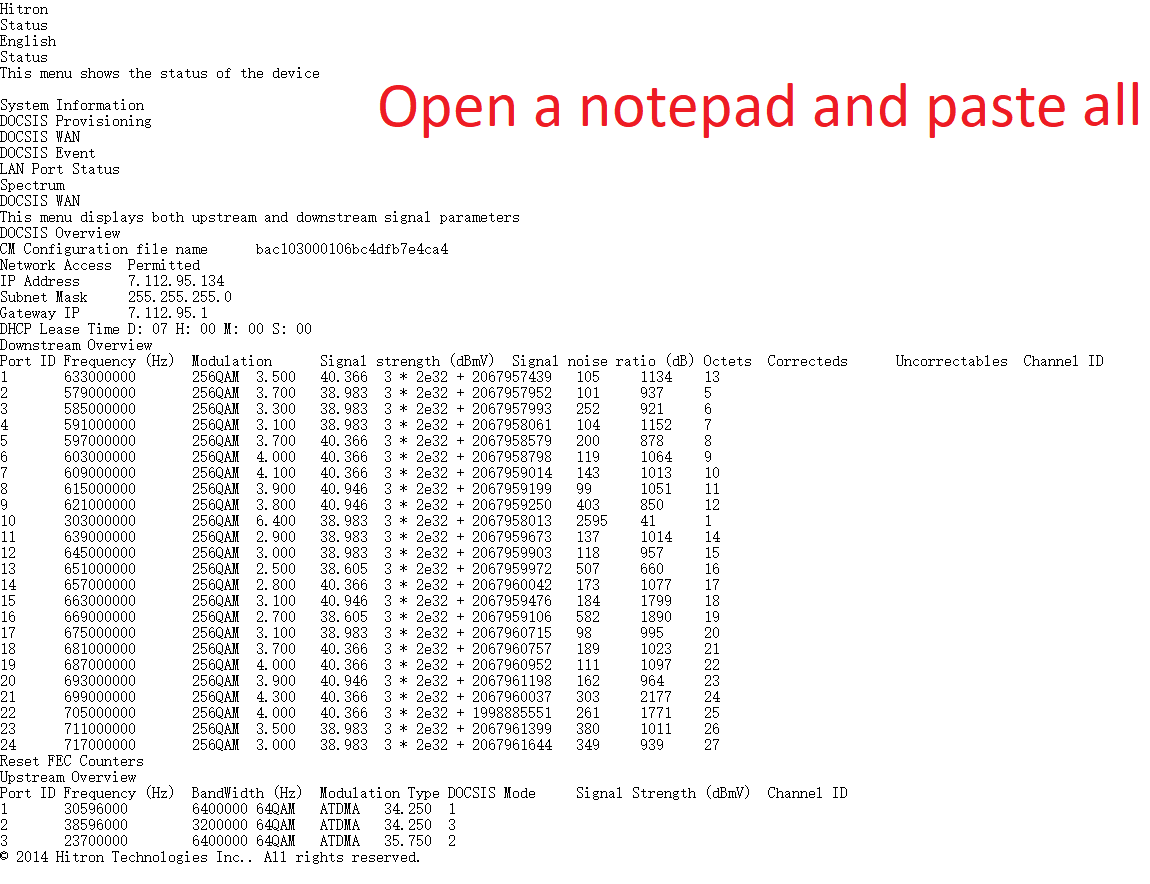
1. Modem information
2. Open a browser
3. Go to 192.168.100.1
4. In the menu, click “DOCSIS WAN”



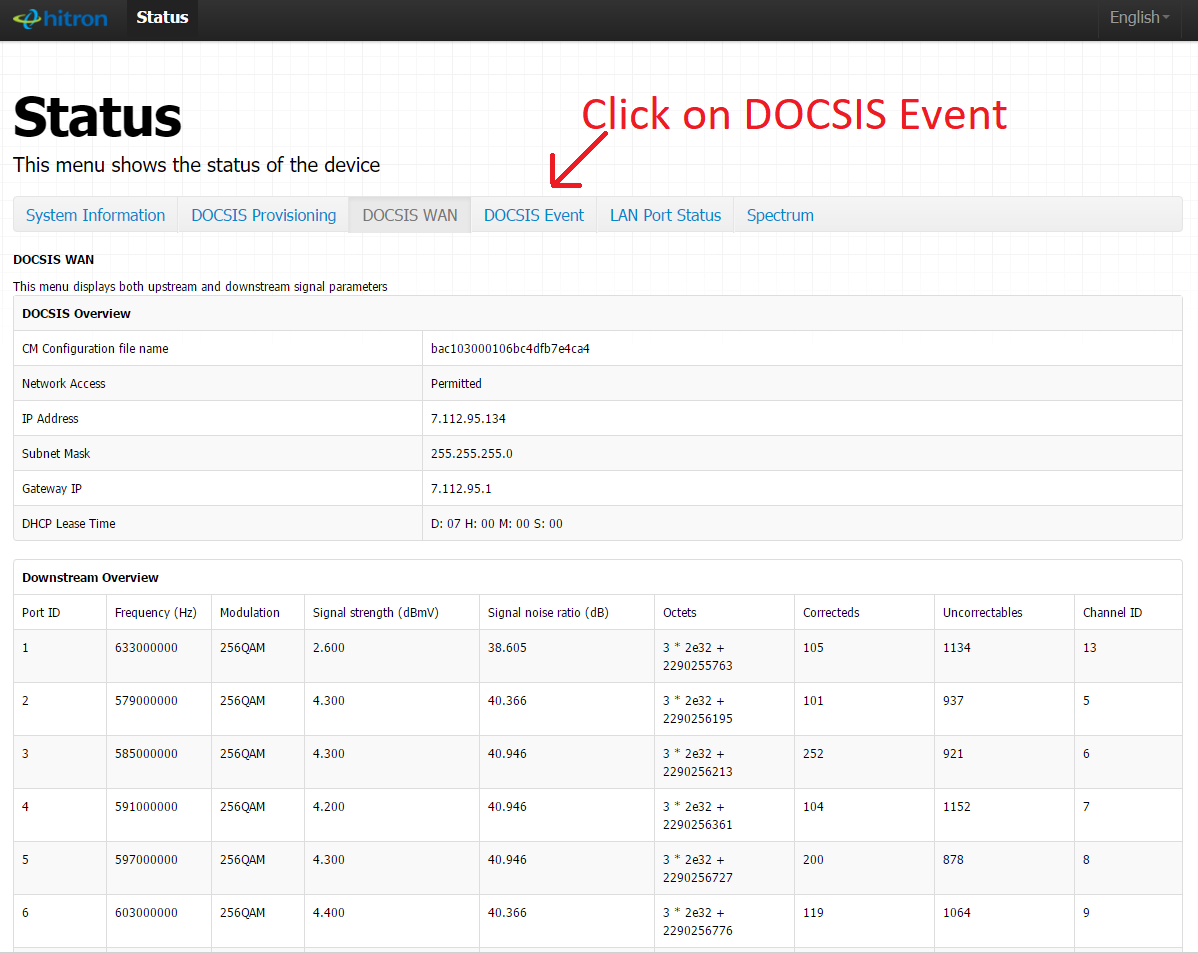
1. Press CTRL and A at the same time, then press CTRL and C at the same time (For Apple device, you should use Command key instead of CTRL key)



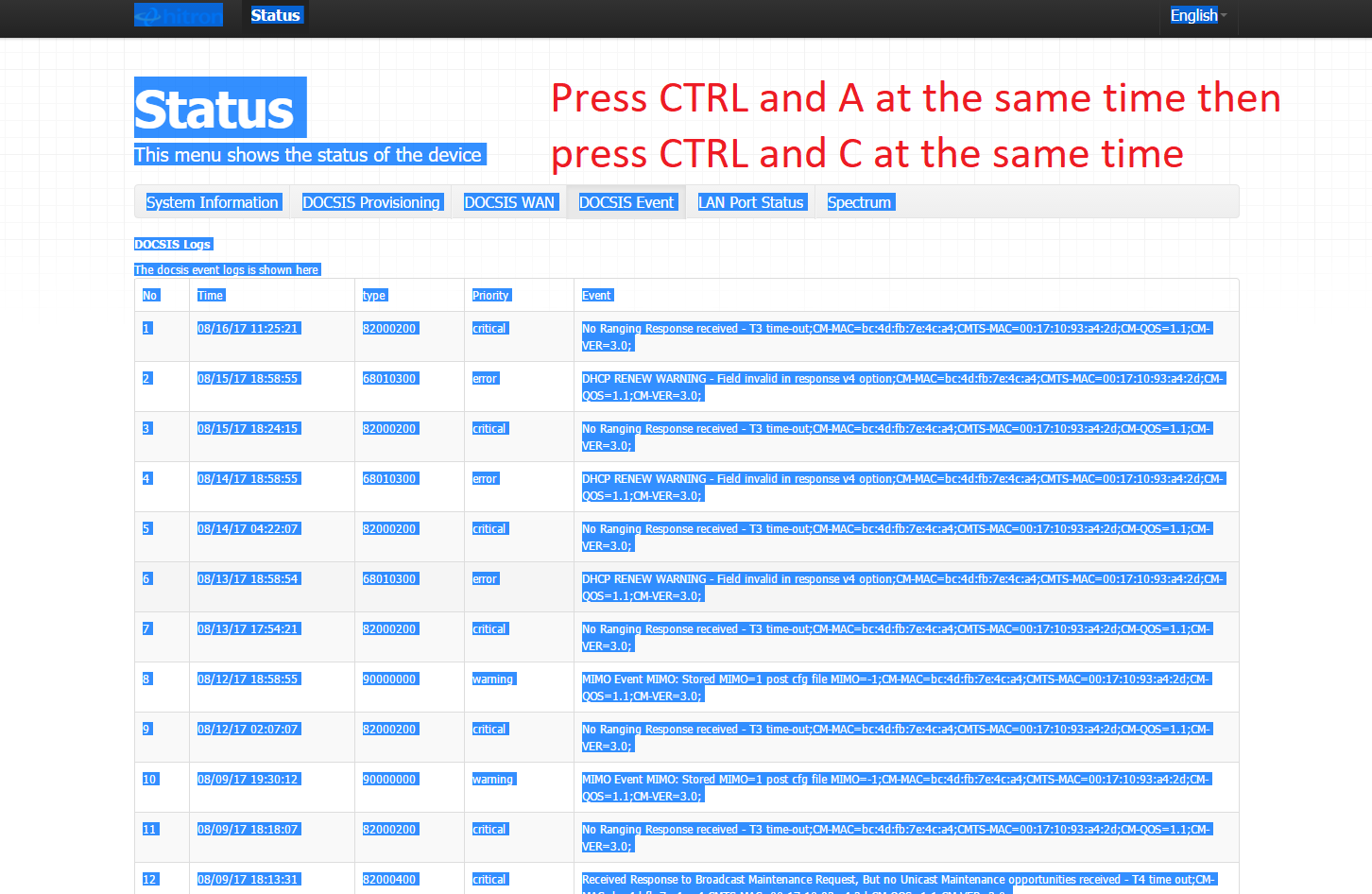
1. Open a notepad and paste all



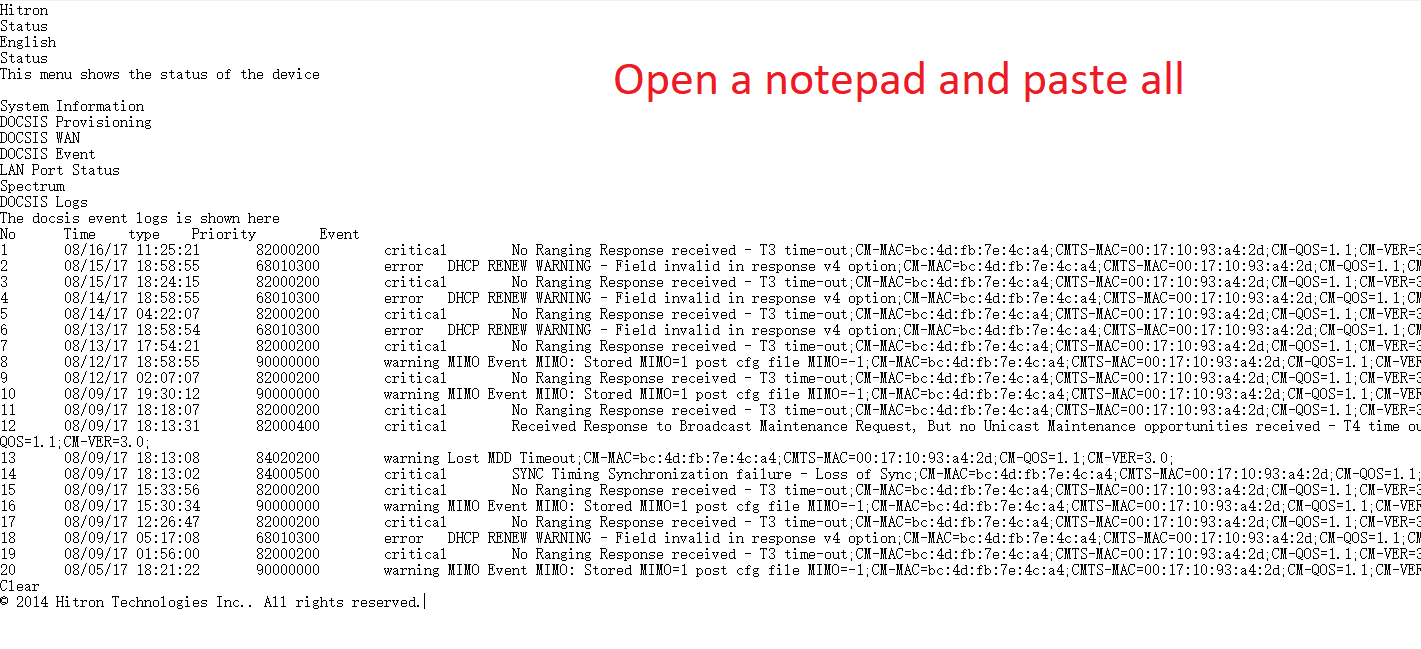
1. Go to DOCSIS Event



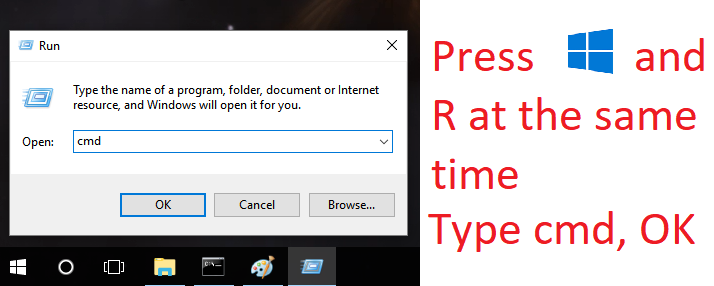
1. Press CTRL and A at the same time, then press CTRL and C at the same time (For Apple device, you should use Command key instead of CTRL key)

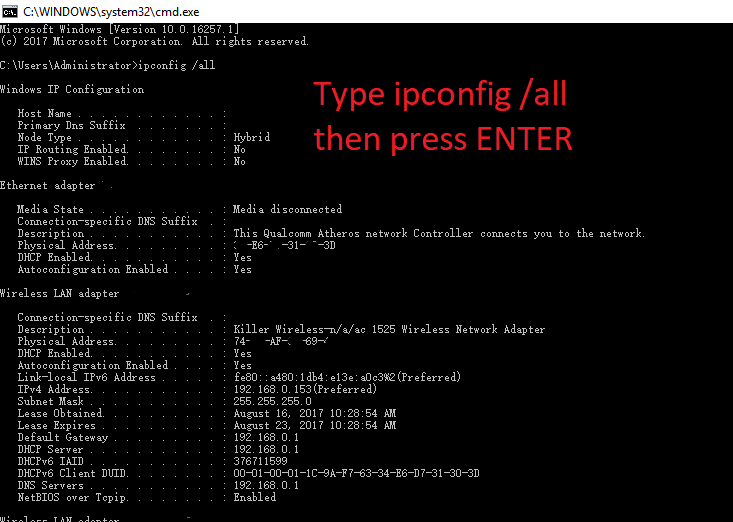


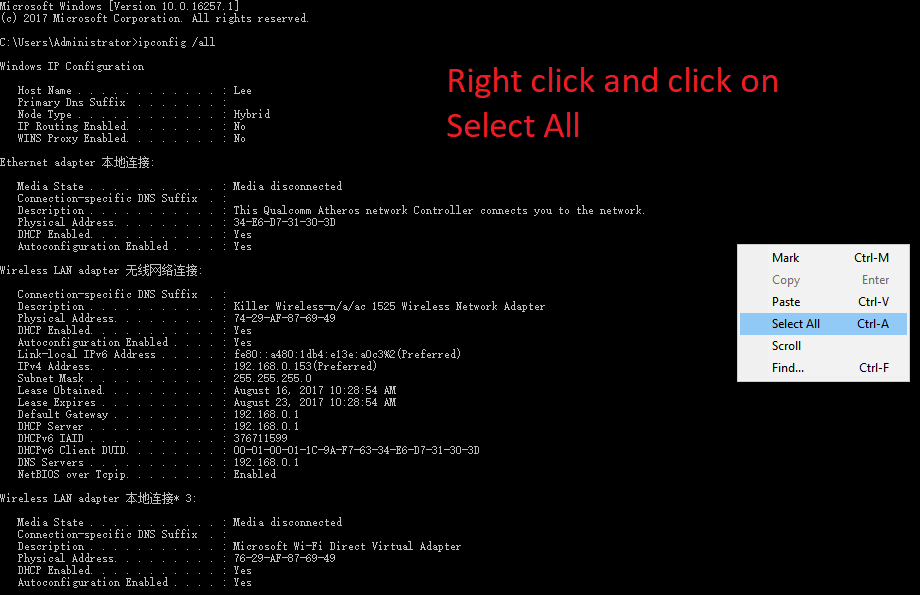
1. Open a notepad and paste all



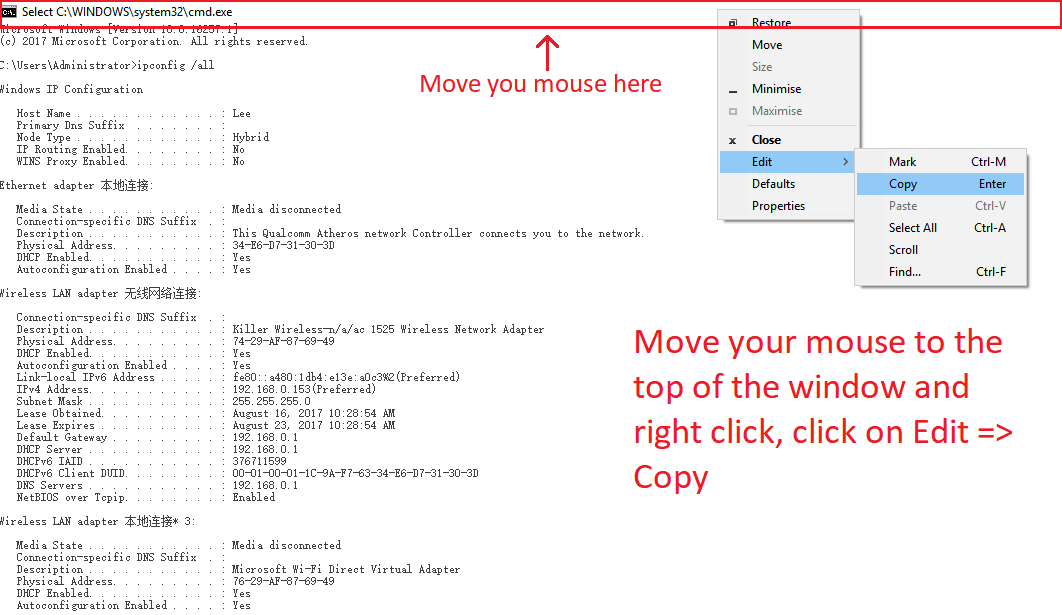
1. “ ipconfig” information ( If you are using an Apple device, skip this step and go to step 3)
2. Go to desktop, press Windows key and R at the same time. Type cmd and click on OK.



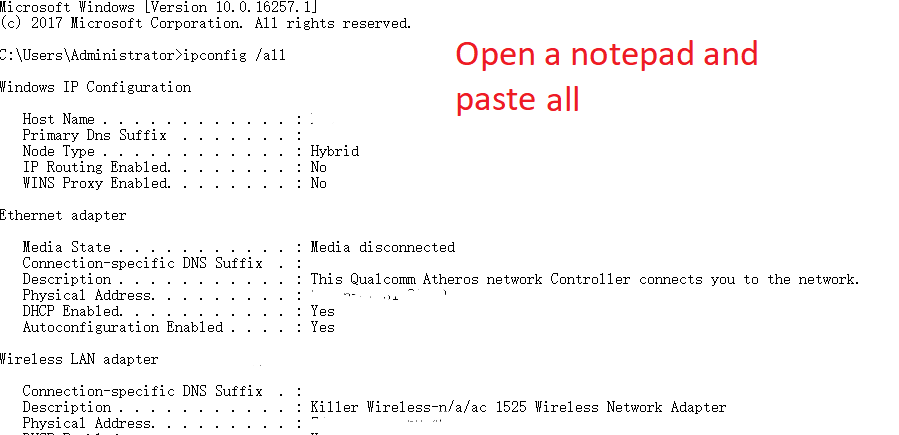
1. Type ipconfig /all, then press ENTER 
2. Right click and click on Select All



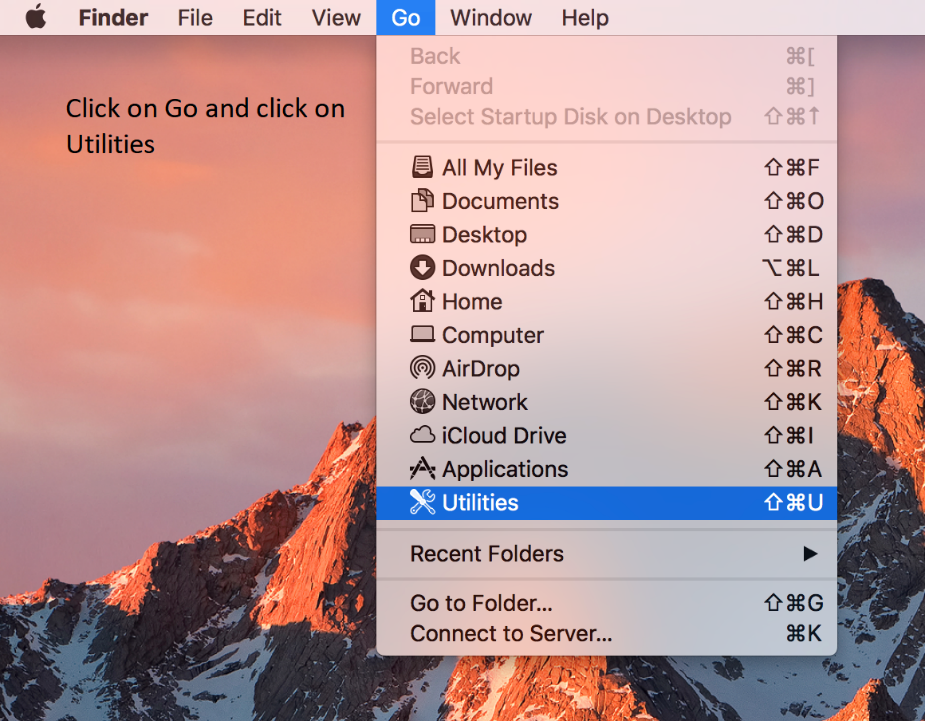
1. Move your mouse to the top of the window and right click, click on Edit => Copy



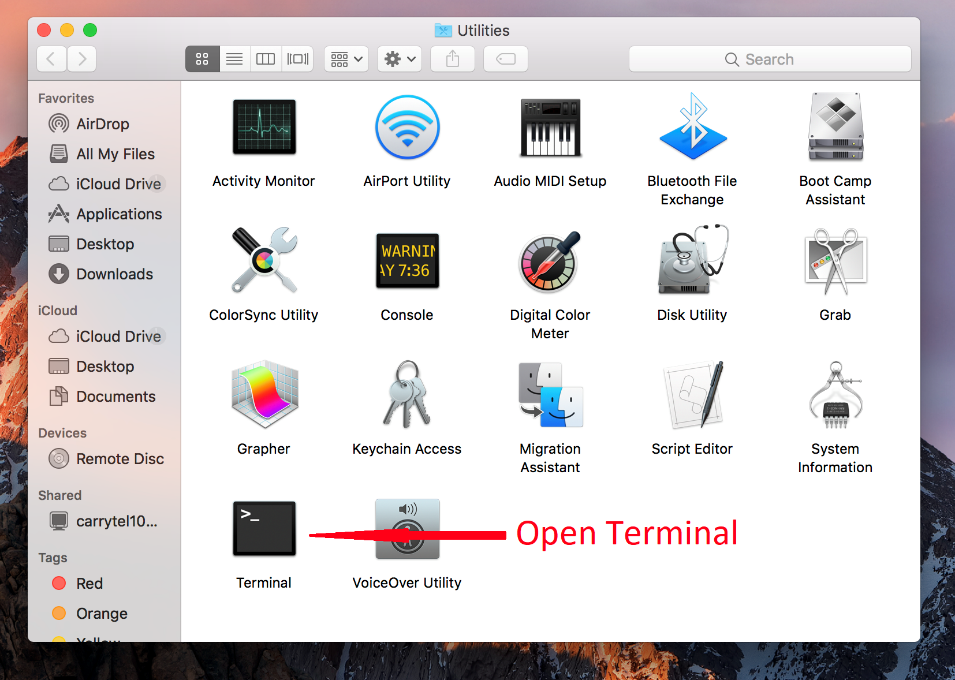
1. Open a notepad and paste all



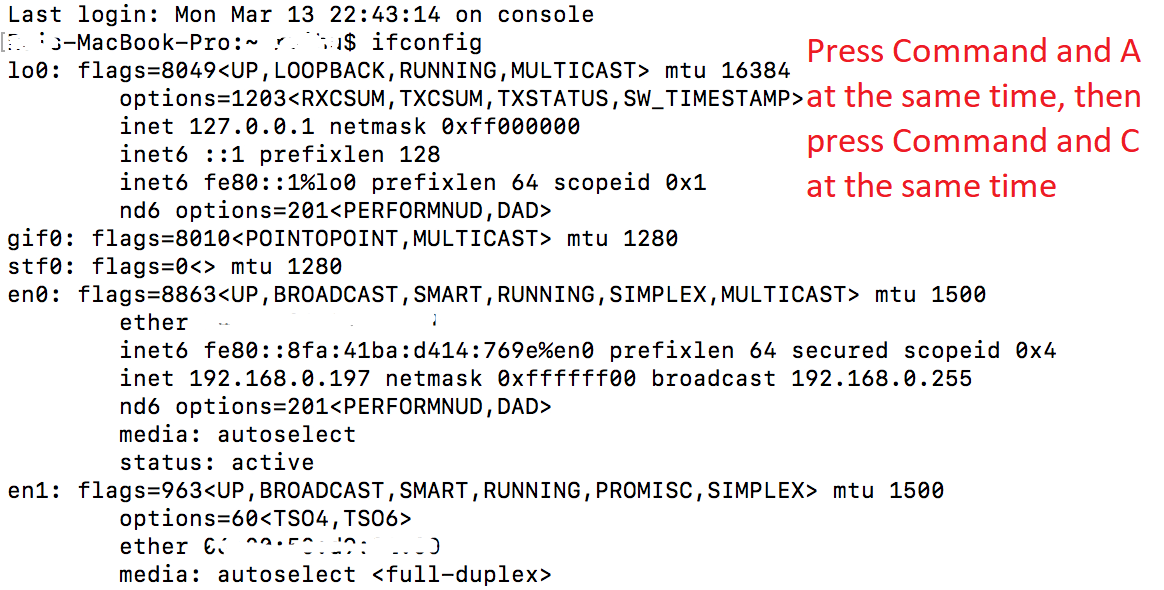
1. “ifconfig” information ( If you are using a windows device, skip this and go to step 4)
2. Click on Go and click on Utilities



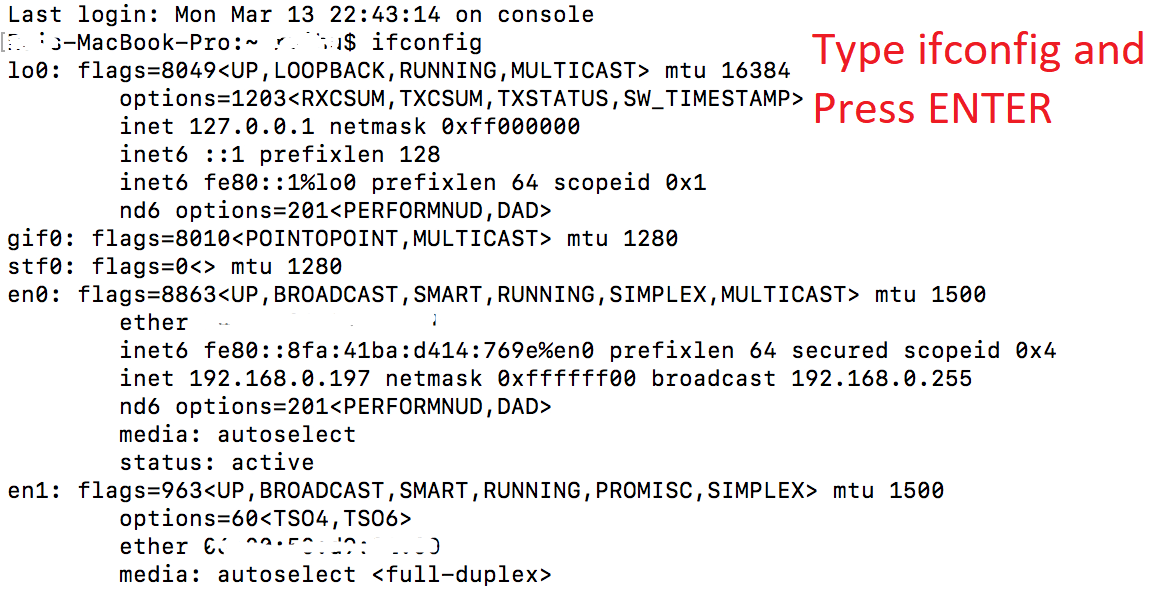
1. Open Terminal



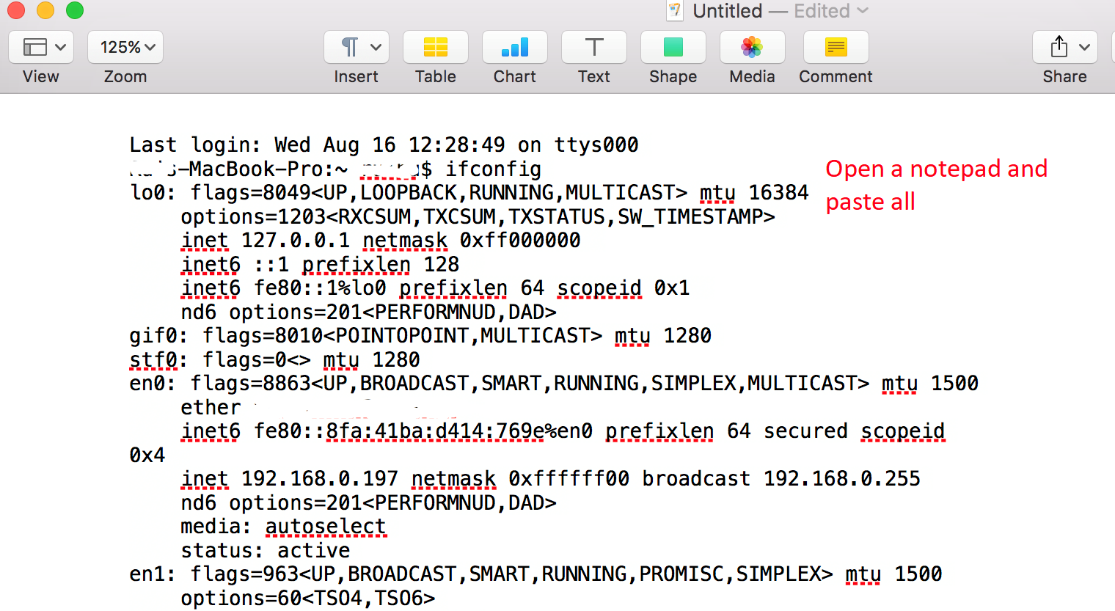
1. Press Command and A at the same time, then press Command and C at the same time



1. Type ifconfig and press ENTER



1. Open a notepad and paste all



1. Save all the information in one document and send to our support e-mail

[support@carrytel.ca](mailto:support@carrytel.ca)

Thank you for your cooperation.

Best Regards,

Carry Telecom