

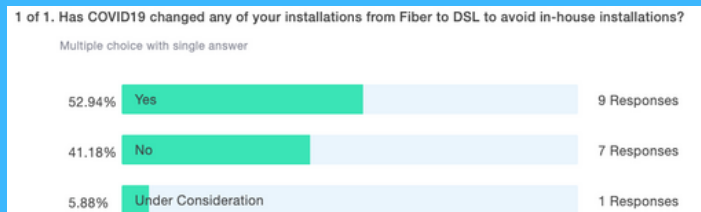
MAINTAINING SAFE SELF-INSTALLS

Reduce Your Time at the Customer Premise & Maintain Social Distancing

OVERVIEW

- When possible, begin implementing self-installs instead of visiting the customer premise. Send self-install guides via email, add to the box and mail, or porch-deliver.
- Conduct service call screening questions before a technician or employee is dispatched to a customer home.
- Consider temporarily changing your installations from Fiber to DSL to avoid in-home visits.

In a small poll that Comtrend recently conducted, 52.94% of Service Providers stated that they had changed their installations from Fiber to DSL to reduce entering inside homes.



GET STARTED BY UTILIZING OUR CUSTOMIZABLE SELF-INSTALL GUIDES

View more information on customization on Page 2!

COMTREND

Self-Install Guide: A Comtrend NL-3112 Gateway

1 Power up!

First plug the **power adapter** into an electrical outlet.

Connect the other end of the **power adapter** into the **power port** on the gateway.

3 Connect Your New Gateway

Locate the phone jack in your home.

Connect the **GRAY** data cable to the **GRAY DSL** port on both the gateway and the wall phone jack.

Once you have established a connection to the network, you will see the **DSL 1 LED** (on the front of the gateway) turn **solid green**. Once the gateway is connected to the Internet, the **Internet LED** will also be a **solid green**. It may **blink green** to indicate activity or traffic.

2 Turn the Gateway On

Turn your gateway on by pressing the **On/Off button "IN"**. You will see the **Power LED** turn **solid green**.



Front of the Gateway:



Turn this page over to set up your WiFi!

CUSTOMIZABLE SELF-INSTALL GUIDES

Work with us! We can assist in customizing these guides to your company.

[SEE THE SAMPLE](#)

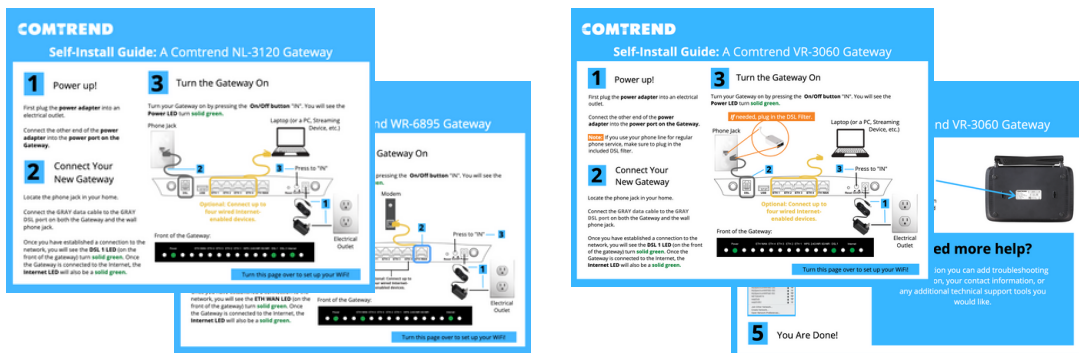
MAINTAINING SAFE SELF-INSTALLS

Self-Install Guides



We can do this together! Comtrend Marketing and Engineering can assist in customizing self-install guides to meet your company's specific needs.

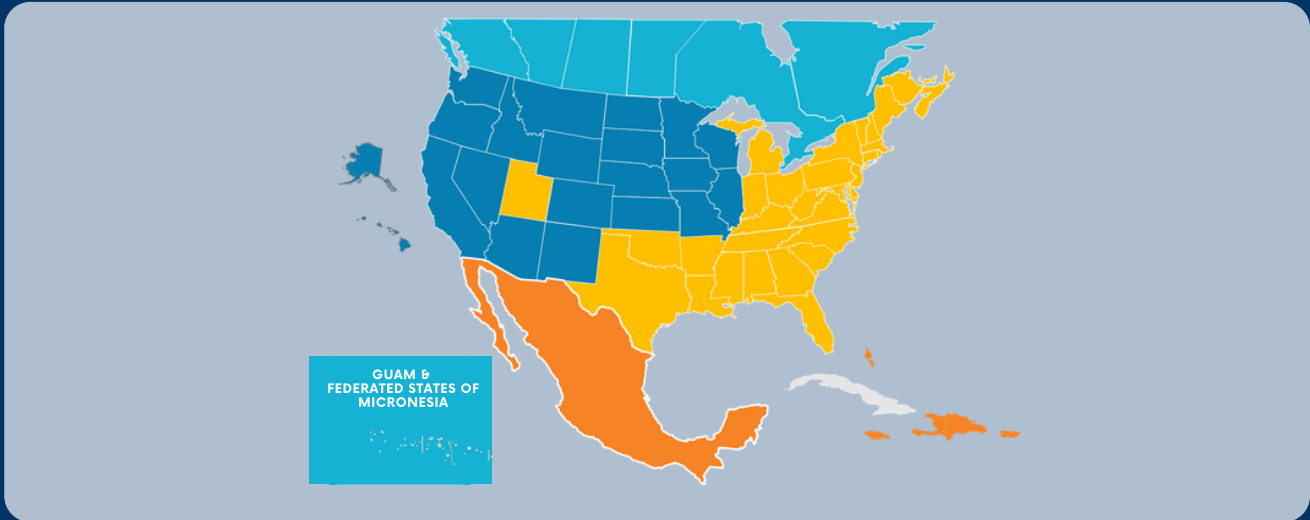
- We have already begun customizing self-install guides for the WR-6895, NL-3120, VR-3060, NL-3112, VR-3033 and more are on the way.
- If you are utilizing TR-069, DHCP, or custom firmware, then you can use our customizable self-install guides to help subscribers self-install the gateway.
- We understand that PPPoE WAN service is more challenging for some providers as it requires unique settings for each customer. Please talk to us on how we can help with approaching a zero-touch install for this type of service.



Email na.sales@comtrend.com
to get started!

THANK YOU

To learn more, please contact your Sales Account Representative



TERRITORY ACCOUNT MANAGER
Gerard Sison
Gerard.Sison@Comtrend.com
(949) 608-2201

TERRITORY ACCOUNT MANAGER (LATAM)
Jose Gomez
Jose.Gomez@Comtrend.com
(949) 608-2202

TERRITORY ACCOUNT MANAGER
Jose Gomez
Jose.Gomez@Comtrend.com
(949) 608-2202

TERRITORY ACCOUNT MANAGER
Steve Davis
Steve.Davis@Comtrend.com
(949) 753-7620

ACCOUNT MANAGER*
Danielle "Dani" Pinon
Danielle.Pinon@Comtrend.com
(949) 656-2401

ACCOUNT MANAGER*
Temporarily Anthony Saccacio
Anthony.Saccacio@Comtrend.com
(949) 753-7636

*INCLUDING UTAH

*INCLUDING MISSOURI

SALES, BUSINESS DEVELOPMENT, AND MARKETING MANAGEMENT

John DiFrenna- Vice President of Sales & Marketing
John.DiFrenna@Comtrend.com
(949) 608-2200

Anthony "AJ" Saccacio- Director of Channel Sales
Anthony.Saccacio@Comtrend.com
(949) 753-7636

Bradley Joe- Senior Director, Business Development
Bradley.Joe@Comtrend.com (949) 608-2216
(949) 608-2212

Dan Knofler- Director of Marketing
Dan.Knofler@Comtrend.com
(949) 753-9643

