



Welcome to Time Warner Cable

Please follow these instructions to activate your service.

Activating your Time Warner Cable Digital Set-Top Equipment

1. Connect Cable television line from wall to back of Set-Top Equipment at “**Cable In**”.
2. Connect “**Cable Out**” to back of television or DVD/VCR Combo player.
3. Plug electrical cord into back of set-top terminal and then into electrical outlet.
4. Call Time Warner Cable at (614) 486-5398 or 800-492-9336.
5. Enter the home telephone number listed on your Digital Cable account, beginning with the area code.
6. At the first menu option, press 3 to activate your equipment. Follow the necessary prompts.
7. Time Warner Cable will send a signal to your set-top equipment to activate it. In most cases, this will happen immediately but it could take up to an hour to process.

You can double check your hook-up or get instructions on hooking up your HDTV by going to www.timewarnercable.com/midohio, clicking on the Customer Service tab and choosing the Equipment Diagrams tab.

Be sure to return all equipment to Time Warner Cable when closing your account. Please gather all accessories including the power cord. Return equipment to 1015 Olentangy River Road, Columbus, OH 43212 in person or via UPS. A **prepaid return UPS mailing label** has already been included in your original shipping carton. All unreturned equipment will be billed at \$362.00 per piece of set-top equipment.

For more information, visit www.twcmidohio.com/ohiostate.

Thank you for being a valued Time Warner Cable customer.