Easy Connect Guide

Enjoy surfing at your own speed. Super fast.
Instant access anytime you feel like connecting.

Experience smooth, fast Internet. TWC Internet is simple to set up and use, and this Easy Connect Guide will help you along the way. If you have any questions during the installation process, browse our How-to video library at twc.com/howto and search “Easy Connect,” reach us at twc.com/support using the “Contact Us” button or give us a call at 1-855-704-4503. We will be happy to help, and thank you for choosing Time Warner Cable.
Included in your kit:

- EASY CONNECT GUIDE
- CABLE MODEM
- POWER CORD
- COAXIAL CABLES (2)
- ETHERNET CABLE
- SPLITTER
- RETURN SHIPPING LABEL

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- Page 15: Manage your account
Wired modem installation and activation

1. COAXIAL CABLE

2A. Coaxial connection

3. ETHERNET CABLE

4. POWER CORD
Before beginning your installation, take a moment to determine which pages of this instruction guide are relevant to your needs. Refer to pages 2 through 5 if you are not a TWC Home WiFi subscriber and will be connecting your new modem directly to your computer using the Ethernet cord provided. Refer to pages 6 through 12 if you have subscribed to TWC Home WiFi and are installing a TWC wireless modem.

In both scenarios, ensure the coaxial cable is connected to the modem before plugging the power cord into it. The power cord should not be plugged into an electrical outlet that can be turned on/off with a light switch.

To begin your wired modem installation, locate the following items from your Easy Connect Kit: your modem’s power cord, the Ethernet cable and one of two coaxial cables. If you will be connecting your new modem to a cable outlet that is also used for your TWC TV services, you will need the second coaxial cable and the splitter from your Easy Connect Kit.

**Step 1** Connect coaxial cable to modem

Connect one end of the coaxial cable to the IN of your modem.

**Step 2** Connect coaxial cable to outlet

If your cable outlet is not shared with another TWC service like TV, connect the free end of the coaxial cable directly to your cable outlet as shown in 2A.

If your cable outlet is also used for your TWC TV services, refer to the illustration shown in 2B below. Disconnect the existing coaxial cable from your wall outlet and replace it with one end of the second coaxial cable from your kit. Connect the free end of the coaxial cable to the IN on the splitter. Connect the coaxial cable coming from your TV or TWC Set-Top Box to one of two OUT ports on the splitter. Connect the coaxial cable coming from your new modem to the remaining OUT on the splitter.
Your modem’s “Online” light will be blinking to indicate it is ready for registration (reference “Modem Indicator Guide” on page 13). Return to your computer and open a new browser to view the TWC Registration page. Follow the prompts to complete the registration steps, create your TWC ID and set up your email account. Once you have completed your online registration, your installation is complete. Take a moment to review the “Troubleshooting” and “Manage your account” sections to complete your Easy Connect experience.

Wired modem activation

If you are unable to access the Internet to complete your online registration process, you may need to have your modem activated. Visit twc.com/account from another Internet-accessible computer or device:

- Log in using your TWC ID or select “Register for a TWC ID” to complete the one-time registration process.
- Select the “My Account” tab.
- Scroll down to “Manage and Troubleshoot Services.”
- Select the “Troubleshooting” tab that follows the “Services” and “Equipment” tabs.
• Select “Internet” from the drop down to display the applicable equipment.
• Select “Activate/Connect Modem” from the list of symptoms.
• Select the “Reset My Modem” button.

**Activation by phone**

You may also activate your modem through our automated phone system at 1-855-704-4503.

• You will be asked for the 10-digit phone number associated with your services to verify and locate your account.
• When prompted, say “Activate my Modem” and the automated system will prompt you through your request.

The activation process may take up to 10 minutes to complete. Do not turn off or unplug your equipment during this time. Your modem’s “Power” and “Online” lights will illuminate once your equipment activation is complete. Return to your computer and open a new browser to view the TWC Registration page. Follow the prompts to complete the registration steps, create your TWC ID and set up your email account.

For additional support, please refer to the Troubleshooting steps that begin on page 14 or call 1-855-704-4503 to speak with Customer Support.

**IF YOU ARE NOT A HOME WIFI CUSTOMER, YOU’LL WANT TO SKIP AHEAD TO THE “TROUBLESHOOTING” AND “MANAGE YOUR ACCOUNT” SECTIONS OF THIS GUIDE.**
Wireless modem installation and activation

1. COAXIAL CABLE
2. POWER CORD
3. ELECTRICAL OUTLET

QUESTIONS?  1-855-704-4503  ©  twc.com/howto (search “Easy Connect”)
To begin your wireless modem installation, locate the following items from your Easy Connect Kit: your modem's power cord and one of two coaxial cables. If you will be connecting your new modem to a cable outlet that is also used for your TWC TV services, you will need the second coaxial cable and the splitter from your Easy Connect Kit. Please note that the TWC wireless modem is also a wireless router when you subscribe to TWC Home WiFi.

**Step 1** Connect coaxial cable to modem

Connect one end of the coaxial cable to the IN of your modem.

**Step 2** Connect coaxial cable to outlet

If your cable outlet is not shared with another TWC service like TWC TV, connect the free end of the coaxial cable directly to your cable outlet as shown in 2A.

**2A Direct Outlet Installation**

If your cable outlet is also used for your TWC TV services, refer to the illustration shown in 2B. Disconnect the existing coaxial cable from your wall outlet and replace it with one end of the second coaxial cable from your kit. Connect the free end of the coaxial cable to the IN on the splitter. Connect the coaxial cable coming from your TV or TWC Set-Top Box to one of two OUT ports on the splitter. Connect the coaxial cable coming from your new modem to the remaining OUT on the splitter.

**2B Shared Outlet Installation**

QUESTIONS? 1-855-704-4503  twc.com/howto (search "Easy Connect")
To begin the setup process for your Home network, you will need to locate your modem’s HFC or RF MAC Address at the back of your modem as shown in the graphic above.

To connect your modem to an electrical outlet, locate the device power cord included in your Easy Connect Kit. Plug the corresponding end of the power cord into the port at the back of your modem and the free end into your wall power outlet or surge protector (not included).

Your modem’s “Online” light will be blinking to indicate you are ready to set up your Home WiFi network (reference “Modem Indicator Guide” on page 13).

To begin the setup process for your Home network, you will need to locate your modem’s HFC or RF MAC Address at the back of your modem as shown in the graphic above.

To identify your modem’s default network name (also called SSID) and password (also called WPA Key), you will need your modem’s HFC/RF MAC Address from Step 4. Locate your modem manufacturer from both the Modem SSID and WPA Key lists that follow. Combine your modem’s MAC Address and the manufacturer’s default key as shown to identify your modem’s unique default network name (SSID) and password (WPA Key).
Manufacturer default network names (SSID)

**Arris**
TG852GXX (the 2 X’s are the last 2 digits of the modem RF MAC Address).
Example:
RF MAC Address: 0015E191714C
In this case, your SSID would be: TG852G4C

**Ubee AWG 2.0**
“WIFI” plus the last 6 characters of the Cable Modem (CM) MAC Address. “-5G” is added when the 5GHz band is being used.
Examples:
2.4G radio with CM MAC Address 0071CC8E54C7
In this case, your SSID would be: WIFI8E54C7
5G radio with CM MAC Address 0071CC8E54C7
In this case, your SSID would be: WIFI8E54C7-5G

**Ubee D3**
DDW3611XX (the 2 X’s are the last 2 digits of the modem RF MAC Address).
Example:
RF MAC Address: 3C754A24DA02
In this case, your SSID would be: DDW361102

**Motorola D3**
SBG6580XX (the 2 X’s are the last 2 digits of the modem HFC MAC ID).
Example:
HFC MAC ID: 3C754A24D02
In this case, your SSID would be: SBG658002

Manufacturer default password (WPA Key)

**Arris**
TG852GXXXXX (the 6 X’s are the last 6 digits of the modem RF MAC Address).
Example:
RF MAC Address: 0015E191714C
In this case, your WPA password would be: TG852G91714C

**Ubee AWG 2.0**
The WPA pre-shared key is 16 characters in length
Example:
HFC MAC ID: 3C754A24DA02
In this case, your WPA password would be: HP3WZ7IHXCT6D9QS

**Ubee D3**
DDW3611XXXXX (the 6 X’s are the last 6 digits of the modem RF MAC Address).
Example:
RF MAC Address: 3C754A24DA02
In this case, your WPA password would be: DDW361124DA02

**Motorola D3**
SBG6580XXXXX (the 6 X’s are the last 6 digits of the modem HFC MAC ID).
Example:
HFC MAC ID: 3C754A24DA02
In this case, your WPA password would be: SBG658024DA02

QUESTIONS? 1-855-704-4503  twc.com/howto (search “Easy Connect”)
Wireless modem activation

If you are unable to access the Internet to complete your online registration process, you may need to activate your modem. Visit twc.com/account from any Internet accessible computer or device:

- Log in using your TWC ID or select “Register for a TWC ID” to complete the one-time registration process.
- Select the “My Account” tab.
- Scroll down to “Manage and Troubleshoot Services.”
- Select the “Troubleshooting” tab that follows the “Services” and “Equipment” tabs.
- Select “Internet” from the drop down to display the applicable equipment.
- Select “Activate/Connect Modem” from the list of symptoms.
- Select the “Reset My Modem” button.

Step 6  Connect to your Home WiFi Network

Access your computer’s wireless Network settings to connect to your Home WiFi network using your SSID.

Connection instructions for Windows and MAC

1. Click on the wireless icon located in the taskbar of your computer, usually in the lower right corner. The icon will vary from Windows to MAC, but will be similar to one of two shown at right.

2. Select the network name (SSID) as identified in Step 5 and click “Connect.”

   SSID: TG852GXX

3. Using all capital letters, enter the WPA Key you identified in Step 5 and click “Ok.”

   WPA Key: TG852GXXXXXX

From your computer, open a browser window to view the TWC Registration page. Follow the prompts to complete the registration steps, create your TWC ID and set up your email account. Once you have completed your online registration, your installation is complete. Take a moment to review the “Troubleshooting” and “Manage your account” sections to complete your Easy Connect experience. If you would like to customize the SSID name and password from the defaults used in Step 5 to something easier for you to remember, review the “Customize your wireless settings” section found on page 12.
Activation by phone

You may also activate your modem by calling our automated phone system at 1-855-704-4503.

• You will be asked for the 10-digit phone number associated with your services to verify and locate your account.

• When prompted, say “Activate my Modem” and the automated system will prompt you through your request.

The activation process may take up to 10 minutes to complete. Do not turn off or unplug your equipment during this time. Your modem’s “Power” and “Online” lights will illuminate once your equipment activation is complete. Return to your computer and open a new browser to view the TWC Registration page. Follow the prompts to complete the registration steps, create your TWC ID and set up your email account. If you do not have Internet access, please refer to the Troubleshooting steps that begin on page 14 or call 1-855-704-4503 to speak with Customer Support.
On successful completion of your Home WiFi set up, you may want to customize your SSID and WPA Key from the default name and password you used during set up (Step 5). You will need to provide your Home WiFi SSID and WPA Key to any device to share your Home WiFi network. The instructions below will step you through customizing these fields. Make note of your new SSID and password for future reference.

First, locate your modem’s default username and password. You will find this information in the manufacturer instructions that came with your modem and at twc.com/wifisettings.

NOTE: These defaults are separate from the network defaults referenced in Step 5.

To log into your Home WiFi interface to change your SSID and WPA Key:

1. Open your computer's Internet browser.
2. Type 192.168.0.1 into the browser’s address bar and click “Enter.”
3. When prompted, enter the default username and password you identified.
4. On the administrator screen, update the SSID name (network name) and the password (WPA Key).

Remember to make note of your new SSID and WPA Key. Both details will be needed for other wireless devices to access your Home WiFi network and for you to manage your Home WiFi network later.
# Modem indicator guide

<table>
<thead>
<tr>
<th>Light</th>
<th>What Does It Mean?</th>
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</thead>
<tbody>
<tr>
<td>Power</td>
<td>Steady green – the modem is on</td>
</tr>
<tr>
<td>Cable, Sync or Bloc Sync</td>
<td>Steady green – the modem is connected to the network</td>
</tr>
<tr>
<td></td>
<td>Flashing - this happens during initial synchronization</td>
</tr>
<tr>
<td></td>
<td>No light – this means no cable connection (Call 1-855-704-4503 and say &quot;Internet Technical Support&quot; to speak with a representative)</td>
</tr>
<tr>
<td>Test or Error</td>
<td>Normally off</td>
</tr>
<tr>
<td></td>
<td>Flashing - this happens during initial self-test or software downloading</td>
</tr>
<tr>
<td></td>
<td>Steady light – indicates modem or network failure</td>
</tr>
<tr>
<td>Data or Activity</td>
<td>Steady green – the computer connection is working</td>
</tr>
<tr>
<td></td>
<td>No light – the computer is turned off or not connected</td>
</tr>
<tr>
<td>Some modems have a separate</td>
<td>Some modems don’t have this light or an equivalent.</td>
</tr>
<tr>
<td>light (RD or RX)</td>
<td>Flashing or blinking - data is flowing through the modem</td>
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<tr>
<td>that indicates when modem is</td>
<td></td>
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<tr>
<td>receiving data, as well as</td>
<td></td>
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<tr>
<td>a light (TD, TX or SD) that</td>
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<tr>
<td>indicates when modem is</td>
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<tr>
<td>transmitting data.</td>
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<td>PC or Link</td>
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<td>Some modems don’t have this</td>
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<tr>
<td>light or an equivalent.</td>
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</tbody>
</table>
Troubleshooting

Your cable modem should operate continuously without maintenance. You can leave the modem on even when you turn off your computer.

If you are unable to connect to the Internet, you may need to reset your modem. Visit twc.com/account from any Internet-accessible computer or device:

- Log in using your TWC ID or select “Register for a TWC ID” to complete the one-time registration process.
- Select the “My Account” tab.
- Scroll down to “Manage and Troubleshoot Services.”
- Select the “Troubleshooting” tab that follows the “Services” and “Equipment” tabs.
- Select “Internet” from the drop down to display the applicable equipment.
- Select “Activate/Connect Modem” from the list of symptoms.
- Select the “Reset My Modem” button.

This process may take up to 10 minutes to complete. Do not turn off or unplug your equipment during this time. Your modem’s “Power” and “Online” lights will illuminate once your equipment activation is complete. Return to your computer and open a new browser. If prompted, complete the registration steps that appear on TWC Registration page, create your TWC ID and set up your email account. If you do not have Internet access, please refer to the Troubleshooting steps or call 1-855-704-4503 to speak with Customer Support.

Automated Phone Support

You may also reset your modem by calling our automated phone system at 1-855-704-4503.

- You will be asked for the 10-digit phone number associated with your services to verify and locate your account.
- When prompted, say “Activate my Modem” and the automated system will prompt you through your request.

This process may take up to 10 minutes to complete. Do not turn off or unplug your equipment during this time. Your modem’s “Power” and “Online” lights will illuminate once your equipment activation is complete. Return to your computer and open a new browser. If prompted, complete the registration steps that appear on TWC Registration page, create your TWC ID and set up your email account. If you do not have Internet access, please refer to the Troubleshooting steps or call 1-855-704-4503 to speak with Customer Support.

Self-help tool

The TWC Self-help tool provides easy online access to How-to videos and common troubleshooting steps 24/7. Access self-help resources through twc.com/account or our MyTWC® mobile app for iOS or Android. Select the “Register for a TWC ID” button that appears on the login page to complete the one-time registration process. Once you have successfully logged in:

- Select the “My Account” tab.
- Scroll to “Manage and Troubleshoot Services.”
- Select the “Troubleshooting” tab.
• Select “Video, Internet or Phone” from the drop-down to display the equipment you would like to troubleshoot.
• Select the symptom you are experiencing.

Check coaxial cable and Ethernet connections
If the connection on any of your cables becomes loose, you will not be able to send or receive data. Make sure all connections are secure.

Confirm the cable signal is active
If you have cable TV service, confirm that you are receiving a signal and that the channels are clear.

Power cycle your modem
Turn off your computer and unplug the power cord to your modem. Wait 45 seconds, and plug it back in. When the lights on your modem are solid, reboot your computer.

Speed test
Visit twc.com/speedtest and follow the instructions on the site to verify your Internet speeds.

Additional support
TWC provides connection support over the phone free of charge by calling our Customer Support number at 1-855-704-4503. Service appointments following your Easy Connect order may be charged a nominal fee if the resolution is related to an incomplete or incorrect Easy Connect equipment installation. If you have any questions during the installation process, browse our How-to video library at twc.com/howto and search “Easy Connect,” reach us at twc.com/support using the “Contact Us” button or give us a call at 1-855-704-4503.

Managing your account

Register for a TWC ID
A TWC ID gives you online access to manage your account and pay your bill. A TWC ID also gives you the freedom to watch TV online using your favorite devices and our MyTWC® mobile app for iOS or Android. Visit twc.com, from the My Account menu, select the “Register for a TWC ID” option to complete the one-time registration process.

Equipment returns
If you’re replacing a modem and need to return it, here’s how to get it back to us:
1. Pack the equipment you are returning into the same box that contained your new equipment.
2. Place the enclosed return shipping label over the original shipping label.
3. Drop off the package at your nearest shipping location or return the equipment to your local TWC Store.

Visit twc.com/stores to find a location near you.