CUSTOMERS RETURNING EQUIPMENT

If you’re using this equipment to replace a Modem, make sure to return that old Modem to us, to avoid incurring additional charges. Here’s what we’ll need from you:

• Secure the equipment with the packaging included in your shipping box.
• Place the pre-paid return label over the original shipping label.
• Drop off the box at your local Spectrum store or the nearest FedEx Office® location.

Care/Tips/Troubleshooting

• For optimal WiFi performance on your devices, place your Modem in a central and open location.
• If you purchased your own wireless router, refer to the manufacturer’s instructions to personalize your WiFi network settings.
• Make sure you’re connected to your Network Name, launch your Internet browser and accept Terms & Conditions.
• Make sure your outlet is not controlled by an on/off wall switch.
• Check out our step-by-step How-To videos at twc.com/howto.

Customer Service Number
1-877-309-5869

Your Privacy Is Important To Us
For additional information regarding our legal Terms, Conditions, and Policies and other important information, please visit help.twcable.com/policies.html.
To request a copy of the legal policies, call 1-800-892-4357.

Easy Connect Instructions for Internet

1. Install Modem

2. Activate Modem

3. Connect to Internet

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**Step 1: Install Modem**

**A Select Location**
- Refer to the insert included with this kit for optimal Modem placement. Modem placement can affect your WiFi signal strength.

**B Connect your Modem to your cable outlet**
- Connect Coax cable from the cable outlet to the “Cable In” port on the back of your Modem.

**C Connect the power cord**
- Connect the power cord provided in this kit to the “Power” input on the Modem. Plug the other end into an electrical outlet.

**Note:** If you’re using the same cable for TV and Internet, use the splitter provided.

**Step 2: Activate Modem**

If the “Online” light on the front of the Modem is solid, skip to Step 3. If the light is blinking, continue with Step 2.

**Via our App**
- Sign in to the My TWC® app.
- Tap on “Troubleshooting”, select “Activate New Equipment” and follow the instructions.

**OR**
- Via our automated phone system
  - Call 1-877-309-5869.
  - If prompted, enter the 10-digit phone number associated with your account.
  - Say “ACTIVATE”. No hold required.

**Step 3: Connect to Internet**

**Choose a wired or wireless connection and launch browser**

**Wired**
- Connect the Ethernet cable from your Modem to your Computer.

**Wireless/WiFi (If in-home WiFi was ordered with Internet service)**
- Locate the default network name (SSID) and password (Preshared Key) on the Modem label. You can use either the 2.4 GHz or 5 GHz network.
- Look for the same default network name on your wireless device.
- Select the default network and enter the password to connect.

**Accept Terms & Conditions**
- Make sure you’re connected to your Network Name and open your browser.
  - A welcome message will appear with Internet Terms & Conditions. Please review and accept to use your Internet service.
  - Open a browser to confirm you are online.

**Tip:** We strongly recommend customizing your network name and password for increased security. Refer to the enclosed insert for more information.

**Note:** The welcome message may take up to 24 hours to appear. You may go online in the meantime.