Easy Connect Guide

Better conversations begin with better Home Phone.
Enjoy unlimited calling and unlimited control.

You’re about to experience total freedom and connect with your world like never before. Home Phone 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 1-877-309-5869. 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
- Phone Wire
- Splitter
- Return Shipping Label

Contents

Pages 2-3  Phone installation
Pages 4-5  Troubleshooting
Pages 6-7  FAQs
Before you begin the installation process, be sure to save work on any connected computer, shut down all open programs, and ensure power is off to all components until the installation is complete.

Use 1A, “single outlet installation,” if your cable outlet is connected only to your modem. Use 1B, “split outlet installation,” if your cable outlet is shared with another device (i.e., a Set-Top Box, another cable modem or a TV).

Connect modem to cable outlet. Plug the coaxial cable that you disconnected from your old modem into the back of your new modem. Tighten all fittings securely by hand.

Optional step: Connect your computer into your new modem using the Ethernet cable provided in your kit. Plug the cord into the corresponding port on the back of the modem and your computer or router.

QUESTIONS? 1-877-309-5869   twc.com/howto (search “Easy Connect”)
1 Connect modem to electrical outlet

Connect the power cord into the POWER connector on the back of the modem. Then plug the power cord into a standard electrical outlet.

NOTE: The power cord should be plugged into a wall outlet and not an electrical outlet that can be turned on/off with a light switch.

2 Connect modem to a shared (split) outlet

Connect one of the coaxial cables included in your kit to the port on the splitter labeled IN and the other end to the cable outlet on the wall. Connect one end of the other coaxial cable included in your kit to the second port on the splitter labeled OUT and the other end to the IN port on the modem.

3 Connect modem to phone

Following the directions included with the phone, connect the phone wire to the base station of your phone. Connect the other end of the phone wire to the back of the modem in the TEL 1 Port.

4 Verify phone service

When everything is properly connected, the following lights will be lit: Power, US, DS and Phone 1. If the Internet is connected to the same device, the following lights will be lit: Power, US, DS, Online, Phone 1 and the Link light will blink.

Once the lights are solid, pick up your handset. You should hear a dial tone. Try making some test calls, both in and out of state. To verify your Home Phone number, call another phone with Caller ID, like your mobile phone. The number that appears will be your Home Phone number.

Please visit the Troubleshooting section of this guide if you have any questions or are experiencing any issues with connecting your Home Phone service.
Troubleshooting

To ensure phone service, you must leave your modem on. Your modem should operate continuously without maintenance.

Self-help tool

The TWC Self-help tool provides easy access to how-to videos and common troubleshooting steps online 24/7. You can access self-help resources through twc.com/account or through the MyTWC® mobile app (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 the coaxial cable at the modem

If the connection is loose, you will not be able to make calls or access the Internet. Secure all connections tightly. Make sure you have connected the proper cable to the modem.

Charge your phone

Charge your phone for 24 hours before placing or receiving calls.

Make sure your phone wire is connected to the TEL 1 Port

If you are accidentally plugged into the TEL 2 Port on the back of the modem, you will not be able to make calls.

Check your Ethernet connection

If your Ethernet cable is loose or installed incorrectly, your Internet will not function properly.

Reboot the modem

You can either unplug the modem and remove the battery if you have one. Wait 15 seconds, and then plug the modem back in and reinsert the battery. Or use a paper clip to push the Reset button in the back near the Ethernet port.

If Call Waiting or Caller ID doesn’t work

Your phone’s manufacturer instruction guide will provide Call Waiting and Caller ID information. You can also dial 611 to reach our support hotline.

Manage your phone features

You can review and change your phone features online 24/7. Visit twc.com/account or the MyTWC® mobile app for iOS or Android through the “My Phone” tab. Select the “Register for a TWC ID” button that appears on the login page to complete the one-time registration process.
If you are experiencing any of the following symptoms, please contact Customer Support:

- You do not have a dial tone and Internet service is not working on the computer connected to your modem.
- You are able to make calls but not receive them.
- Your phone does not have a dial tone.
- You receive a fast busy signal when you pick up your phone handset.
- You are unable to place long distance calls.
- Your incoming phone number shows up when you want it set to “Private.”
- You hear static or an echo when you talk.
- You are unable to place phone calls to specific phone numbers or area codes.

**Light and indication**

<table>
<thead>
<tr>
<th>Light</th>
<th>What Does It Mean?</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Power” and “Downstream” are the only two lights on</td>
<td>This is probably a wiring issue. Call Customer Support</td>
</tr>
<tr>
<td>Blinking “Downstream” and “Upstream” lights</td>
<td>Push the STANDBY or RESET button on the modem</td>
</tr>
<tr>
<td>All lights are on except “Phone 1” and “Phone 2”</td>
<td>There may be something wrong with your service. Call Customer Support</td>
</tr>
</tbody>
</table>

**Additional support**

Contact us online at [twc.com/support](http://twc.com/support) through the “Contact Us” button using your TWC ID. TWC also provides connection support over the phone free of charge by calling our Customer Support number at 1-877-309-5869. Appointment requests within 14 days following your Easy Connect order may be charged a nominal fee if the solution is related to an incomplete or incorrect Easy Connect equipment installation.

![Modem Light Diagram](image-url)
FAQs

How do I know what my phone number is?
The easiest way to locate your phone number is to call another phone, like your mobile phone. The number that appears on the Caller ID will be your TWC Home Phone number. You can also contact Customer Support at 1-877-309-5869 for assistance with identifying your TWC Home Phone number.

How do I use my Voicemail?
Voicemail instructions were included in your Welcome Kit and are available at twc.com/phone. If you didn’t receive a Welcome Kit, please call 611 or visit twc.com/welcome, and we will walk you through activation (and send you a kit for future reference).

Why isn’t my Voicemail working?
Voicemail is an optional feature for $3.95/month. Call 611 if you’d like to confirm you have Voicemail or to add it.

How will my information appear in the phone book?
If you kept your current phone number, your information will appear as it did with your previous provider. If you have a new telephone number, your listing will appear as it does on your TWC bill.

Will I still receive a phone book, even though I’ve changed phone service providers?
Yes, you will.

How do I answer Call Waiting?
When you hear the Call Waiting “beep,” press the FLASH button.

I completed my self-installation and get a dial tone on the phones connected directly to the phone modem, but I can’t get a dial tone when I connect a phone into my existing wall jack. Is there something wrong with my service?
Not at all. We’ve simplified the process so that you don’t need to touch your internal phone wires. The phone jack connects directly to your phone modem, so it is not connected to the phone wiring that supports the phone outlets throughout your home.
Can I be online and on the phone at the same time?
Yes, you can.

Where can I access features like Voicemail to Email?
Go to twc.com/account and then to the VoiceZone® section under My Account.

Why can’t my friends and family reach me?
Please ask your callers to tell you what message or sound they hear when attempting to call you. Is it a fast busy signal? Is it a particular message or recording? Call 611 and share those details with one of our Customer Support representatives.

Where are international rates posted?
Please go to twc.com/phone, and remember, all 50 states plus Canada, Puerto Rico, Mexico, China and Hong Kong are included in your low monthly rate. You can save on calls to more than 100 countries with our International OnePrice® calling plan.

Does Call Forwarding work with all phones?
Yes, your Call Forwarding feature will work with both landlines and mobile phones.

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.