**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.

**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.

---

**Step 4: Set up Voice**

**Connect your Home Phone to your Modem:**

- Connect your home phone to the “TEL 1” port on the back of your Modem.
- Confirm your service is active by placing calls to and from your phone.
- To activate voicemail, sign in to My Account at twc.com/account.
- To learn more about phone features, visit twc.com/support.

*Note: Your home phone should not be connected to a phone outlet on the wall.*

**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.

© 2016 Charter Communications, Inc.

SIVEZ-0716
Installation Diagram

**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.

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

**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.

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