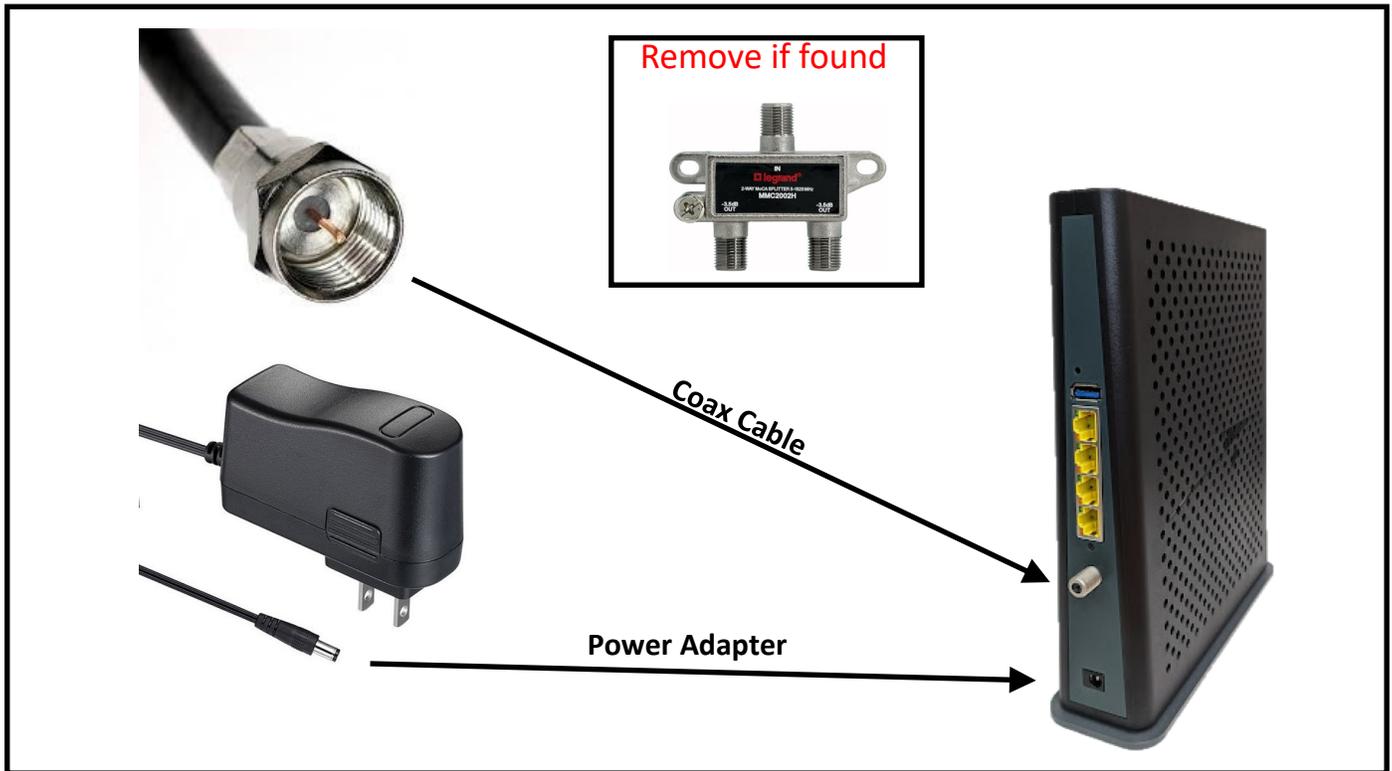


Installing your new modem

Installing your modem is as simple as attaching the coax cable at your site to the back of the modem and connecting it to an electrical outlet. Please remove any splitters or other devices from the coax cable and have only the provided modem connected to the coax cable. Once the modem is finished starting, you will have a solid green Online light and it is ready to either connect using an ethernet cable or by using WiFi. The WiFi name and preshared key are on the bottom of your modem.

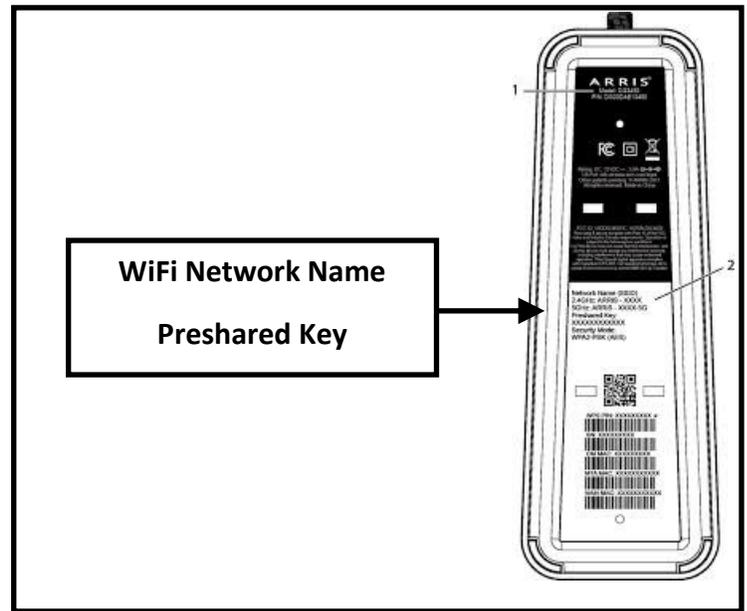
1



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Questions & Answers

Q: Can I have more than one device connected at a time?

A: Yes, you can connect multiple devices using WiFi & Ethernet.

Q: Should I share my WiFi passphrase with other guests in other sites?

A: No- this passphrase is specific to your modem and site. Sharing of internet with other guests is prohibited, can make your devices accessible to these guests, and will impact the performance of your connection.

Q: I cannot find a coax cable at my site; what do I do?

A: Please contact the office for assistance.

Q: The Online light is not going to a solid green, what do I do?

A: Try unplugging power and then reconnecting power. If this does not work, contact the office with your site number and the color and action of the Online light.

Q: My devices are connected but video/audio is poor?

A: Each modem is optimized to provide two HD video streams. High bandwidth tasks like downloads or video games may impact video/audio performance. If only streaming video/audio, please contact the office and provide your site number and description of the issue.