

Connect Your New Modem

for a Better Internet Experience

1. Plug the **Power Supply** provided into the back of the modem and into a wall outlet.

The modem must use the power supply that comes with it to work properly. Other power supplies will not work properly. Although they may allow the modem to power on, service will be impaired and optimal performance cannot be guaranteed.



2. Connect the **Coax Cable** from the wall into the back of the modem.



3. Allow the **Firmware Update** to process.

This may take up to 20 minutes and will require the modem to power off and on multiple times. You should see this light sequence on the modem: a steady blue light, a slow blinking blue light, a fast blinking blue light, a steady green light, an alternating blue and green light and finally a steady green light to signify it is complete.

4. Once the green power light is locked on and steady, remove the **Network Cable (Cat5/Ethernet cord)** from the old modem and plug directly into this modem, leaving the other end in place.



5. Remove the **Phone Cord** from the old modem and plug directly into this modem.

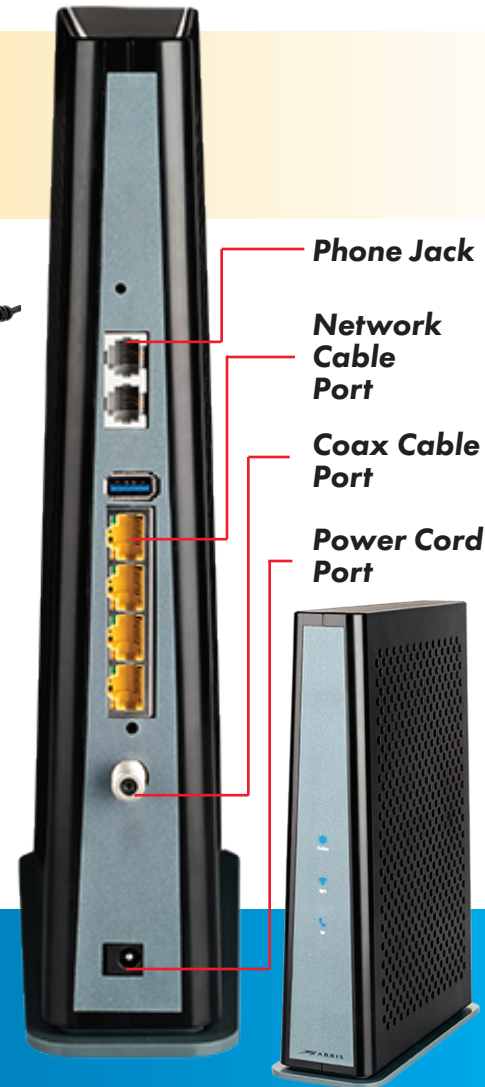


6. If you have a router, plug the **Power Cord** into it and wait for it to power on.





Now You're Set!

Some households will have routers which require additional steps. If your internet service does not connect successfully after following these steps or you would like additional assistance, simply call our Technical Support Team, which is available 24 hours a day, seven days a week by dialing **888.659.6009**. Select #3 for Residential, #5 for Technical Support and #2 to speak with a local Technical Support Representative.



Our goal is to provide you with a wonderful experience!

If you have an issue with your wireless internet, here are some resources available to you.

1. Download our *Ritter Support App* in the  **App Store** or on  **Google Play**.
2. Call **888.659.6009** to speak to a technical support specialist.
3. Provide over the phone the code the app generates after a scan to begin a resolution session.

The Ritter Support app allows us to better understand what the problem may be so we can find a solution. You can send pictures and data through the app to provide us with important information such as how your router is wired, what lights are appearing and where your router is located.

Plus, you can check out our Frequently Asked Questions by visiting rittercommunications.com/faqs.

