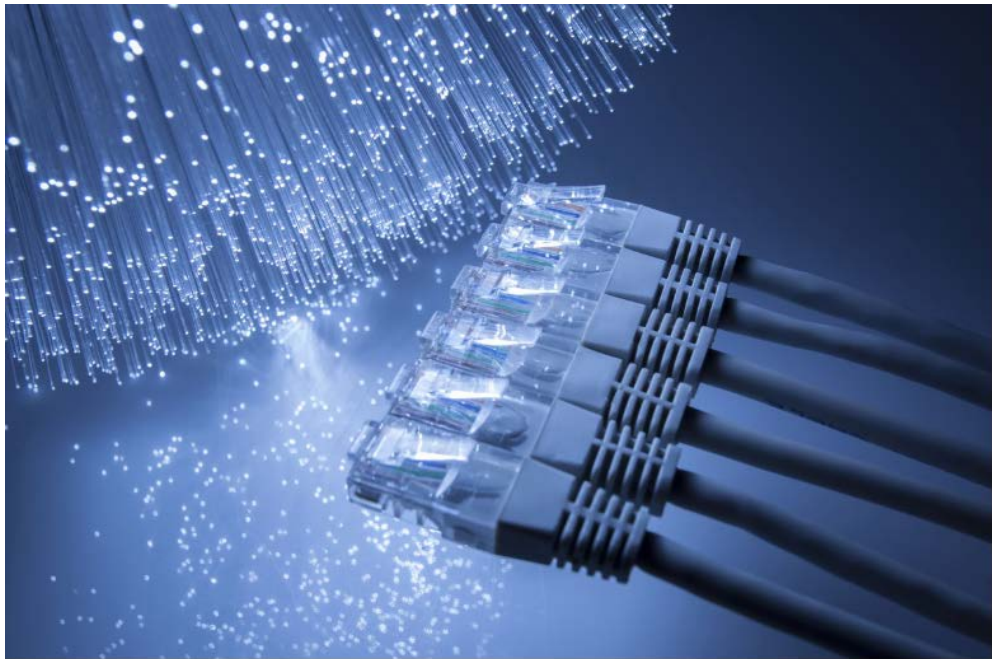


# MID-HUDSON *Cable*

High Speed Internet



Self-Installation Kit

**If you purchased Mid-Hudson Cablevision's Cable Modem Service online or at a retail location other than Mid-Hudson Cable, please call 1-800-342-5400 before continuing with this installation process.**

## **BEFORE YOU BEGIN**

**WARNING:** Mid-Hudson Cablevision, their employees and distributors are not responsible for any equipment and/or property damage, bodily injury or other problems that may occur during self-installation. Do not attempt any rewiring without first contacting Mid-Hudson Cable. If you do not have a cable line in your home that supports cable modem access or if your current cable outlet is not located near your computer, Mid-Hudson Cable may be able to install the required wiring and outlet for you. Installation fees may apply.

- Please do NOT connect your cable modem to the computer at this time.
- You will need to have your billing account number available in order to complete the installation process. Please refer to your current Mid-Hudson Cablevision Cable Modem bill or the work order that was provided with your Self-Installation Kit. If you cannot locate your account number, please call 1-800-342-5400 and ask a Customer Service Specialist to get it for you.

This Cable Modem Self-Installation Kit is designed for use with an external Cable Labs approved, Docsis 3.0 cable modem and the Mid-Hudson Cablevision Cable Modem High-Speed Internet Service. This kit helps you install your cable modem easily and connect to the Internet quickly using Mid-Hudson Cablevision's Cable Modem Service.

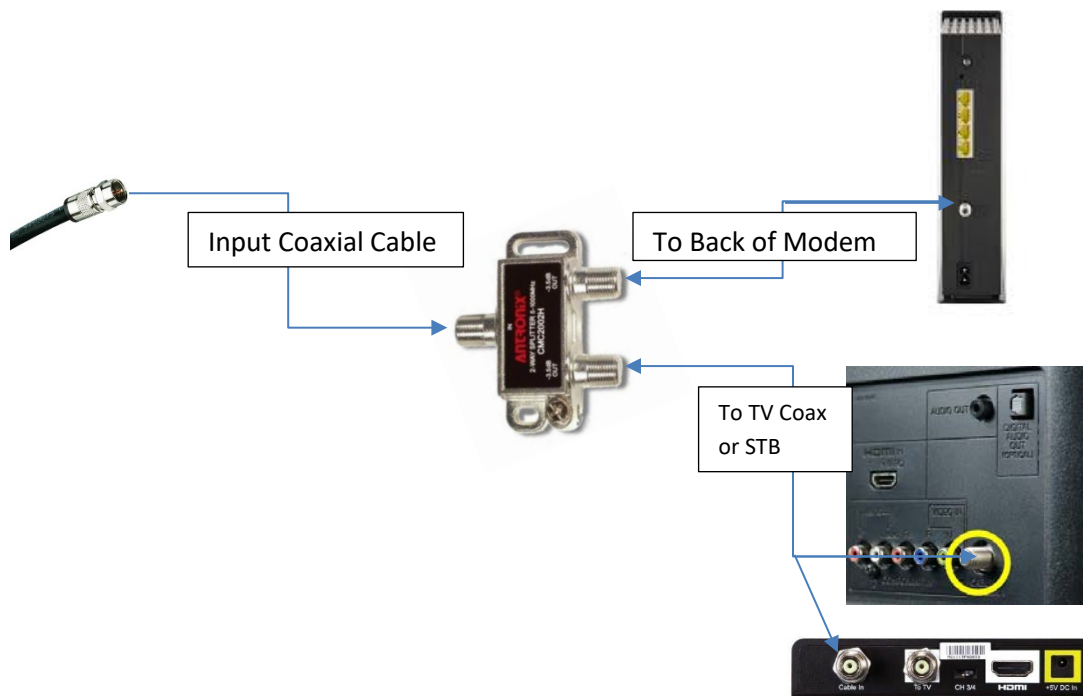
You must have your account number, telephone number and zip code to complete this installation. Your account number is located on:

- The upper right hand section of your cable bill for existing Mid-Hudson Cable video customers.
- On the work order provided with your Self-Installation Kit for new Mid-Hudson Cablevision Cable Modem customers.

# Connecting your modem to an existing line running to a TV or Set Top Box or WiFi Router

- 1). Locate an existing cable line in your home. (preferably the first split in the line coming in from outside)
- 2). Connect the splitter input to your existing input coaxial line (as shown below in diagram 1.1)
- 3). Connect one of the splitter's outputs to the back of the cable modem and the other to the back of the TV or Set Top Box (as shown below in diagram 1.1)

Diag 1.1



- 4). Connect the power cord from the back of the cable modem to an outlet \*preferably through a surge suppressor\* (as shown below in diagram 1.2)
- 5). Then if you are going to be running a wireless router of your own or have a VoIP device you would connect the Ethernet cable supplied from the cable modem to the back of those devices where it is shown as WAN, Internet, or Modem (as shown in diagram 1.2) Otherwise you would skip to step 6. Keep in mind that your wireless router must remain unplugged from the power source until the cable modem is fully operational (all the lights are on, see diagram 1.3 below). Once the cable modem is up and running, it is safe to plug the wireless router into the power source.

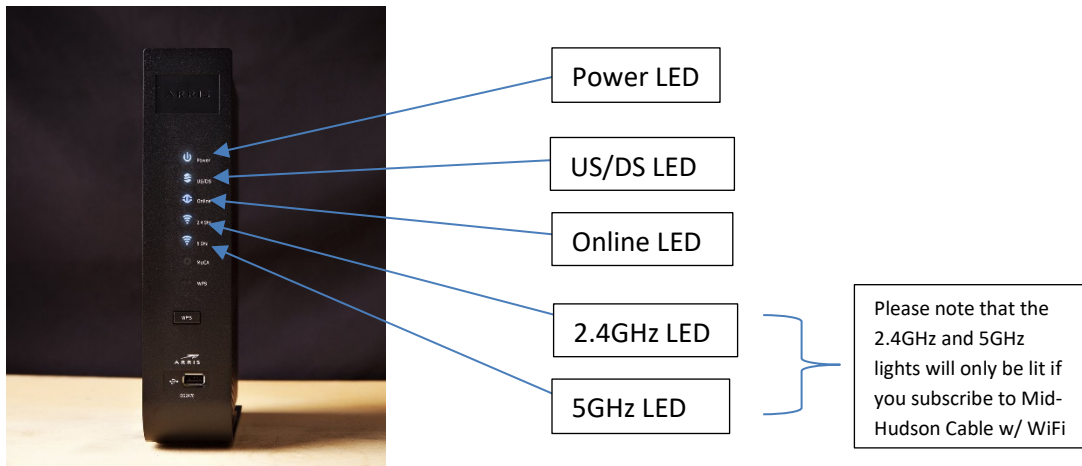
Diag 1.2



If you are subscribing to Mid-Hudson Cable's WiFi service through the cable modem, you would not need to use your own router. The DG2470 cable modem is fully equipped with a Dual Band AC Router solution.

- 6). At this point, your physical installation should be complete. Your modem should start to come online and synchronize with our system. The lights on the front of the modem will flash in sequence until you have the following lights lit (refer to diagram 1.3)

Diag 1.3



\*even if your modem comes online, it may still be necessary for one of our cable technicians to visit your home to make sure the signal is running in spec for normal modem operation. Call us at **1-800-342-5400 option 1 and then 2** when your modem links up so we can check the signals to ensure optimal performance.

You should now be connected to Mid-Hudson Cable's High Speed Internet! Go ahead and give yourself a pat on the back! If you have any questions about your connection or are having trouble, please don't hesitate to call us at 1-800-342-5400.