breezeline

Easy Install. Reliable Connection.

Internet Service: Modem Installation Guide

Thank you for choosing Breezeline!

We're excited to deliver our unlimited high-speed Internet services directly to you. This guide will provide you with instructions regarding how to install the Internet modem you've recently received. Note: You will need a WiFi router or WiFi+ Extender to provide WiFi connectivity within your home or office.

Do you prefer Online instructions and resources?

If you have a good cellular connection, you can alternatively scan this QR code with your smartphone or WiFi enabled tablet. Click **"WiFi & Internet"**. Scroll down and select the model of your modem (ex. Arris CM8200A) and follow the instructions (either Installation Tutorial or PDF Guide).

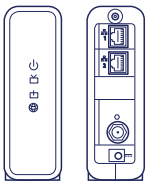
Breezeline Voice customers

IMPORTANT

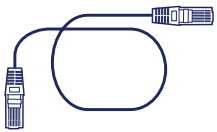
If you have subscribed to Breezeline Voice (landline telephone service), please note the following:

Breezeline provides Voice (landline telephone service) exclusively through the use of rented WiFi gateway devices featuring one or more phone cord ports. Breezeline is no longer issuing standard modems with phone cord ports. Please contact us at 888.674.4738 before proceeding to determine necessary changes to your network equipment in order to receive (or continue to receive) Breezeline Voice service.

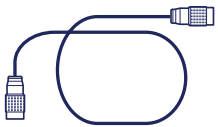
BEFORE YOU START: Check the contents of your self installation kit



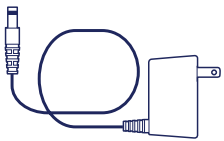
Modem



Ethernet Cord



Coaxial Cable



Power Cord

Contact Breezeline Customer Support at 888.536.9600 if you are missing any items.

IMPORTANT:

If the length of the provided coaxial cable is not enough to span the distance between the incoming Breezeline coaxial cable (or coaxial wall outlet) and where you want to place your new Internet modem, please complete the installation using the provided coaxial cable. Afterwards, once the installation is complete you can visit your nearest electronics (or Online) store to purchase a longer cable and replace it with the one you have.

STEP 1: Remove your existing equipment

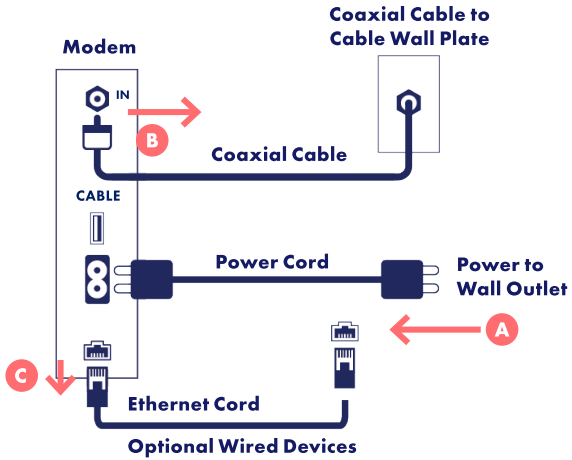
What existing Internet equipment is currently connected in your home	What you should do
I have no existing Internet equipment	Proceed to Step 2 (pg. 6)
I have been using a modem or gateway leased from Breezeline	Follow the steps for removal and return/recycling of Breezeline equipment (described below), then proceed to Step 2 (pg. 6)
I have been using equipment from another Internet provider	Follow the steps below for removal, then proceed to Step 2 (pg. 6). Contact your prior provider for return instructions
I have been using my own equipment	Follow the steps below for removal (please visit breezeline.com/returns for information on recycling). Then proceed to Step 2. (pg. 6)

1. Unplug your current modem or WiFi gateway from the wall outlet or power strip. See diagram A.

2. Disconnect the coaxial cable line from B the back of the wireless modem (or WiFi gateway).
   Note: Do not disconnect the other end of the coaxial cable line from the wall or coaxial splitters.

   Please note: Your new modem does not provide WiFi service. If you require WiFi service in your home you must contact Breezeline regarding swapping out your modem for a WiFi gateway or adding a WiFi Extender, with the built-in WiFi+ managed WiFi service and security. Alternatively, you can connect your own WiFi router to the modem once this installation process is complete.

3. Disconnect any Ethernet cord(s) from the current modem or WiFi gateway. **Note:** You do not need to disconnect the other end of the Ethernet cord(s) from any connected computers, printers or gaming devices.



Disposition of Breezeline equipment

NOT ALL BREEZELINE EQUIPMENT NEEDS TO BE RETURNED!

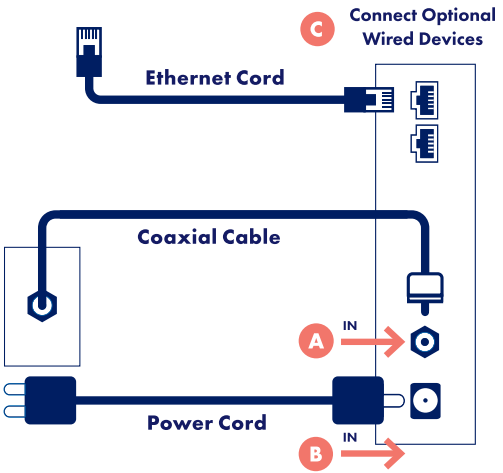
Depending on the make/model of the equipment, it may not need to be shipped back to Breezeline. Visit breezeline.com/returns or scan this QR code with your smartphone and click **"How should I return the equipment?"**. Click on the **"Equipment Return"** link, then follow the instructions to see if it is necessary to return your equipment.

STEP 2: Install your new modem



1. Locate a coaxial wall outlet. Note that in some cases the coaxial cable coming into your home may be as a coaxial cable running along the baseboard, or could be a wall outlet as pictured here.
2. Connect one end of the (provided) coaxial cable to the wall outlet, and the other end to the round connector on the rear of the gateway. Hand-tighten the cable by turning the barrel clockwise.
3. Plug one end of the (provided) power cord into the back of the modem, and the other end into an electrical (120V) wall outlet.

Note: Modem synchronization will now begin and the lights on the device will flash while this is happening. Please note that it may "shut off" and restart a number of times during this process.



4. Finally, if you previously removed any Ethernet cables connected to your personal wired devices (computer, gaming system, etc) you may now plug them back into the modem.

Note: After you complete connecting your new modem, in order for the new settings to take effect, you will need to reboot all your wire connected devices, such as a computer or WiFi router.



CONGRATULATIONS: Your Breezeline Internet service installation is now complete!

Additional information & resources

Customer Service: **888.536.9600**

Installation & FAQ support
support.breezeline.com

Visit My Services to learn more about:

Paying your bill Online
Troubleshooting your network
View your channel lineup
Managing your account through the “My Account” portal
And much more!

WiFi+

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