



## Customer Self-Install Kit – Video Transcript

Congratulations! You've received your self-installation box and you're ready to get connected to the internet. We're here to help. First, let's identify what's inside your box. You should see a welcome letter, an installation guide, a modem guide, and tips on managing your internet connection. Your equipment should include a modem, a power cord, a coaxial cable, and an Ethernet cable.

Now that you've identified what's in your box, you're ready to get connected. Start by finding the best location for your modem. Choose a spot that is centrally located, visible, off the ground, and away from anything that could block the signal, such as cabinets, metal objects, microwaves, or fluorescent lights.

Next, connect the coaxial cable to the modem and the cable outlet, making sure the connection is hand-tight—no tools required. Plug the modem's power cord into a wall outlet to begin initialization. During this process, lights on the front of the modem will flash, which may take up to 10 minutes. When the status light turns solid white, you're ready for the next step.

If the modem light continues flashing for more than 10 minutes, try connecting the modem to another cable outlet and repeat the previous steps. If you've tried all available outlets and the modem still won't initialize, contact Sparklight's 24/7 technical care team at 1-877-692-2253 for assistance.

For best results, complete the next step using a laptop or desktop computer, though installation can also be completed using a tablet or mobile phone. If using a phone or tablet, connect to your Wi-Fi network by selecting the network name in your Wi-Fi settings and entering the password found on the sticker on the back or side of your modem. Laptop or desktop users should connect the Ethernet cable from the modem to the computer.

Once connected, open a web browser on your device. Since this is your first time connecting, you may see an error page—this is normal. Refresh the browser, and a modem activation page will appear. Click the green *Activate* button to begin the activation process, which can take up to five minutes. When the page displays "Modem activation complete," your modem is ready.

You can now connect additional devices to your Wi-Fi network. Simply select your network name in the device's Wi-Fi settings and enter the password listed on the modem. Within 24 hours, you'll receive an in-browser notification asking you to review and accept Sparklight's acceptable use policy. Be sure to accept it to avoid service interruption.

That's it—you're ready to enjoy blazing fast internet. If you need help at any point, Sparklight's technical care team is available 24/7 at 877-692-2253.