

# LET'S GET STARTED

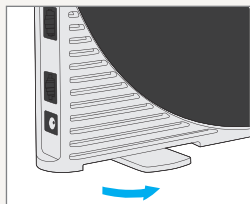
CLEAR Modem (Series G)



## SET IT UP

First, take all of the items out of the box.

Next, rotate the foot of the CLEAR Modem, Series G, (Modem), and place it upright on a flat, stable surface.

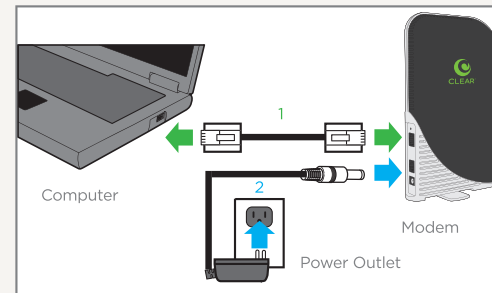


It is best to position the Modem near an outside wall or window, and away from microwaves, cordless phones, wireless routers and stereo speakers.

- Do not place the Modem on its side or block the top vents
- Do not choose a place that will cause the vents of the Modem to be blocked or restricted
- Do not place the Modem within 3 feet of any microwaves, cordless phones, wireless routers, stereo speakers, etc., to avoid any frequency interferences

## SET IT UP *(continued)*

Follow the two-step diagram to install the cables:



1. Plug one end of the Ethernet Cable into the ethernet port on your computer and plug the other end into the Modem.
2. Plug one end of the Power Adapter into the AC Power Port on the Modem and plug the other end into a power outlet.

NOTE: If installing a wireless router during set up, connect one end of the Ethernet Cable to the Modem and plug the other end into the internet port of your wireless router (instead of your computer). <sup>99</sup>Check the manual for your wireless router for instructions on how to connect your computer to the wireless network.

## SET IT UP *(continued)*

After you've plugged in the Ethernet Cable and plugged your Modem into a power outlet, the Modem will automatically search for the CLEAR 4G signal.



As the Modem is searching for the CLEAR 4G signal, five LED lights, located on the front of the Modem, will blink sequentially and then in unison. When the Modem is connected to the CLEAR 4G signal, the LED lights will stop blinking and remain lit.

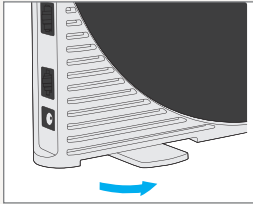
NOTE: The number of lights indicates the CLEAR 4G signal strength. For optimal signal strength, you should try different locations for the Modem to ensure a minimum of two lights are lit.

## SET IT UP (continued)

If at least two LED lights are not lit, try moving the Modem to another room.

Move the Modem (not your computer) to another room, and wait 15-20 seconds after the LED lights are solid green for an accurate reading of the CLEAR 4G signal.

To optimize the signal strength in the Modem's current location, try turning the Modem by small 1/4" increments.



When you find the strongest CLEAR 4G signal, reconnect the Modem to your computer.

If, for some reason, the room with the strongest CLEAR 4G signal is not where you want to put the Modem, consider using a longer Ethernet Cable or ordering a wireless router from clear.com.

## CONNECT TO THE INTERNET

Every CLEAR customer gets an online account, where you can easily manage your account and view and pay your bill.

The first time you connect to the internet with your Modem, you will need to set up your CLEAR online account.

Open a new browser, and you'll see a web page where you should review your rate plan information, complete your online account, and read and accept the CLEAR Terms of Service.



Congratulations! You're ready for INTERNET AWESOMENESS

Be sure to check-out our "QUICK TIPS" and "HAVE A QUESTION?" sections.

## QUICK TIPS

UNABLE TO BROWSE THE INTERNET?:

- Try moving the Modem to different locations

OTHERWISE, TRY THESE STEPS TO GET ONLINE:

- Turn the Modem off for 15 seconds
- Bypass any power strips and try a different power outlet
- Connect the Modem directly to the computer bypassing all routers
- Check the connection between the Modem and computer and make sure the cable fits securely in the port and restart your computer

CONNECT TO YOUR HOME WIRELESS NETWORK:

- Connect one end of the Ethernet Cable to the Modem, and plug the other end into the internet port of your wireless router (instead of your computer)
- Plug the Power Adapter into the wireless router
- Configure your computer to connect to the wireless network - check your wireless router manual for instructions

BROWSER STUCK?:

- Follow the onscreen instructions to view the message and provide any requested information

## HAVE A QUESTION?

Please read the separate "Important Information" document included with your Modem for regulatory information, safety information, and other important disclosures.

If you have questions about your Modem, please access the online User Guide, FAQs, and live chat support at [www.clear.com/support](http://www.clear.com/support).

If you still have questions, please call us at 877-956-4056. We provide automated telephone support 24/7 and live telephone support between 9am and 10pm, seven days a week.

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