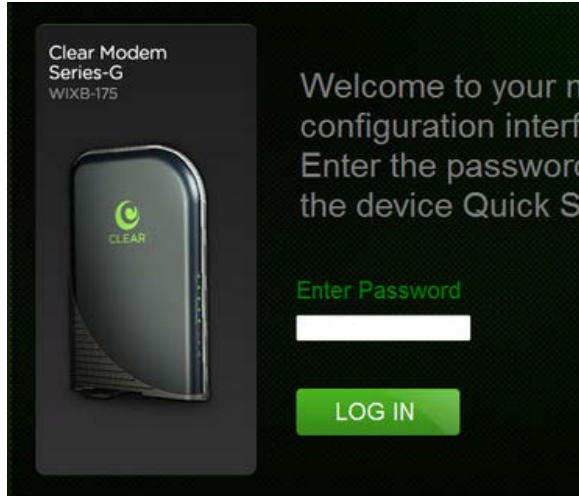
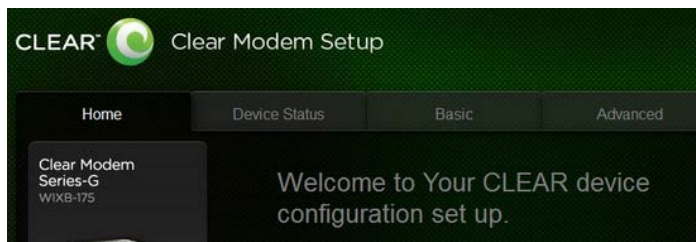


## Series G Home Modem

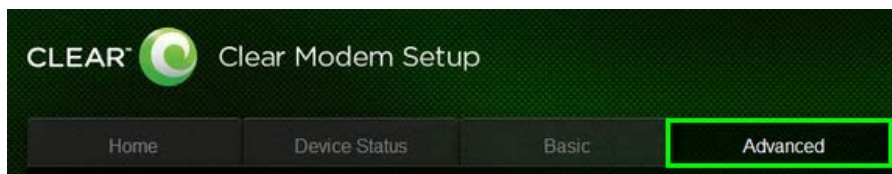
1. Open an internet browser and browse to the web address 192.168.15.1. The password is CLEAR123 (all capital).



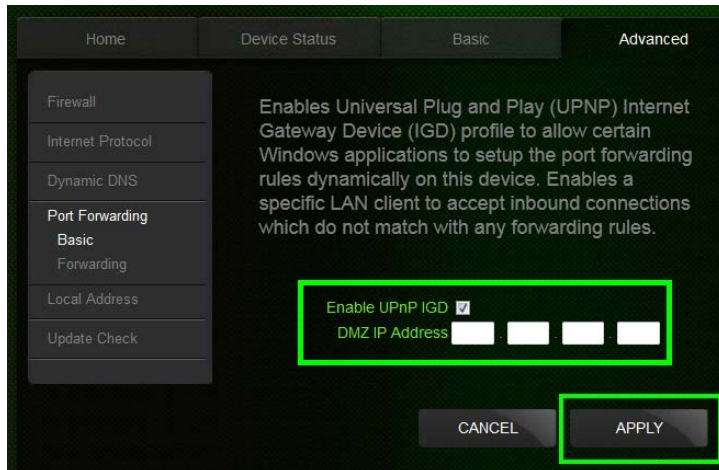
2. The modem will default to the status page when the user interface opens.



3. Click the Advanced tab at the top right of the user interface.



4. Select the "Port Forwarding" tab on the left side of the user interface.
  - Verify that the "Enable UPnP IGD" check-box is selected and ensure the "DMZ IP Address" field is blank
  - If there is anything in these boxes remove it and select "Apply"



5. Now the device will need to be powercycled which can be done using the "Reboot" button at the bottom of the page.
  - If this does not work, power cycle the modem ensuring to leave it off for at least 30 seconds by unplugging the power cord from the CLEAR device
  - Make sure to **NOT** factory reset the device

