

Dial Access



With Dial Access, you can stay connected when you are traveling and away from your high-speed connection. Simply dial in to one of our local access numbers, and you can send and receive important business e-mail from your Time Warner Cable Business Class account while you're away from the office.

Dial Access features:

- Local access numbers nationwide
- Easy-to-install software
- Transfer data in a snap
- View Web pages instantly
- Unlimited usage
- Easy account management

Getting Started

To use Dial Access, your company administrator must first set up an account for you. After setup, an e-mail containing your username and password will be sent to each user. If you did not receive this e-mail, contact your company administrator.

Downloading Dial Access

Once the account is established, you will need to download the dialer.

1. Open an Internet browser and go to <http://dialaccess.twcbc.com>.
2. To download the dialer, click on the word Here on the main page or Download on the top menu bar.
3. Select the appropriate dialer for your operating system from the three types of dialers that are available: Windows, Mac 9.x, and Mac 10.

Note: It is recommended that you close all Windows programs prior to installation. The installation will require a reboot of your computer.

The pop-up windows that follow will guide you through the actual download of the program. Some of these windows are detailed below:

4. Welcome Window: Click on the Next button.
5. Choose Destination Location Window: Click on the Next button.
6. Click on the OK button to restart your computer. The dialer installation will then be complete. Enter the required information into the fields on the remaining pop-up boxes.
7. Time Warner Cable Business Class Dial Access Setup Wizard Window: Click the Next button.
8. Setup Wizard Window: Click on the Yes button. The Dial Settings will display.
9. Dial Settings Window: Click the Next button. The Dial Access Business Class Dialer will launch automatically.

The Dial Access desktop icon is DiA. To access your Dial Access account, click on the DiA icon.

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Note: When customizing your General Settings, there will be an option titled "Launch Business Class Dialer on Startup." When this setting is checked, the Time Warner Cable Business Class dialer will launch automatically when your computer starts up. Disable this setting so your high-speed connection is always the default.

Note: If you only have one Dial Access username and password for your business, you cannot log in if someone else is currently logged in with the same username and password.

Still need help?

Refer to the User Guide provided by your Time Warner Cable Business Class account representative. (You can also download the User Guide at <http://dialaccess.twcbiz.com>.) If you still need help setting up Dial Access, contact your Time Warner Cable Business Class account representative.