

Your Questions



Q: What does the light on my cable modem or cable router indicate?

A: Use this chart to better understand the functionality of different lights on your modem or router:

Modem/Router	Light is:	What it means:
Power	On	Your system currently has power.
Cable	Solid	Your cable modem is in sync with the Time Warner Cable Business Class network. (This light should always be solid.)
Cable	Flashing	The modem is trying to connect to the Time Warner Cable Business Class network.
Cable	Off	The modem is offline or the coaxial cable is not secure. We recommend you check your cable connection to ensure the coaxial cable is tightly secured to the back of your modem. If the cable is secure, reboot the cable modem/router. To do this, unplug the modem's power cord, wait two minutes, then plug the modem back in. If the cable light does not become solid after three minutes, call the appropriate number on the enclosed contact card.
PC, Enet, or Link	On	Indicates the state of connection from the cable modem/router to your computer.
PC, Enet, or Link	Off	Indicates there is no connection. Ensure that your Ethernet connection is secure, or try using another Ethernet cable. If possible, try connecting another computer or device to the cable modem/router to be sure there are no issues with your network interface card.
Test or failure	Off	This light should normally remain off.
Test or failure	Flashing	This light may flash when powering up your modem.
Test or failure	On/steady	This indicated a possible issue with your modem. We recommend you contact your Time Warner Cable Business Class account representative.

Q: What do I do if I cannot connect to the Internet?

A: If you are experiencing an interruption in your Time Warner Cable Business Class service, and you suspect a network or cable modem issue, follow the steps outlined below. After each step, check to see if your connection has been restored.

1. Check all the connections for your cable modem, including both ends of the coaxial and Ethernet cables.
2. Reboot the cable modem. Unplug the modem's power cord from the wall outlet, wait two minutes, then plug the modem's power cord back in.

Note: Some modems come with an additional feature—a button that says On/Off, Standby, or Pipelock. This feature blocks Internet traffic from passing through your modem. If you have this feature, ensure that the blocking mode is not selected, as this will prevent your system from connecting to the Internet.

If you are unable to connect to the Internet through your network, call your Time Warner Cable Business Class account representative.

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Your Questions *(continued)*

Q: How do I configure my Time Warner Cable Business Class E-mail?

A: See the enclosed Quick Start brochure for the initial steps in setting up your Time Warner Cable Business Class E-mail Solutions. For more detailed information, refer to the E-mail Solutions User Guide provided by your Time Warner Cable Business Class account representative.

Q: What should I do if I lose my e-mail username and password?

A: Call the appropriate number on the enclosed contact card.

Q: What e-mail address do I use while registering for Personal Security Suite?

A: Enter your Time Warner Cable Business Class e-mail address. If you do not have a Time Warner Cable Business Class e-mail address or you cannot locate the address, call your Time Warner Cable Business Class account representative.

Q: How do I connect with my Static IP?

A: Refer to your installation sheet in your Static IP information. If you cannot find your Static IP information, call your Time Warner Cable Business Class account representative.

Q: What should I do if I have a question about my billing statement?

A: Contact your Time Warner Cable Business Class account representative.