

# TIME SAVING TECH TIPS

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Time Warner Cable Business Class (TWCBC) works 24/7/365 to keep your network up and running. If your network does experience a temporary outage, we understand that time is money. TWCBC technical support is always just a phone call away, but there are a few things you can do to speed up the troubleshooting process.

## **Identify Your Modem**

Your modem or router, depending on your level of service, is the launching point for your Internet connection. It is extremely important to know what it looks like and where it is when preparing to call technical support. Your modem is the hardware supplied by TWCBC that hooks up to the coaxial cables coming into your building. It is smaller than a cable box and the only hardware in your network that has a cable screwed in to the back instead of just pushed in. Your modem will also have an Ethernet connection plugged into it — a wire that looks like an oversized phone cord.

## **Map Your Network**

While your modem is important, there are many other pieces that may affect your connectivity. For technical support representatives to quickly and efficiently troubleshoot to your outage or issue, they need to know all the pieces of equipment that comprise your network. Any one of them could be the cause of the technical problem. Ask your IT department or vendor for a network diagram that shows every piece of equipment between the modem and your computers, including printers, fax machines, servers, switches and hubs. Also ask for a master list of all the usernames and passwords that go with all protected network components so you can have them handy during a technical support call.

Knowing where your modem is and having a network map at hand will help tech support get your network up — and you back to work — faster.



For questions about your account or services, contact us!

Call 888-632-0280  
or visit [twcbc.com/neohio](http://twcbc.com/neohio)