

Modem as a Router

The preferred way to set up your high speed Internet connection with TSC is using our modem as your router. This alleviates the need for two devices being plugged in and sitting on your desk. Both functions are combined into one simple device that you can leave as default (recommended), or customize to your needs (see included sheet “*Configuring Your Wireless Connection*”).

On the back of your Arris modem is a sticker/security label. This label contains your unique wireless (Wi-Fi) network name and wireless password.

Your **Wireless (Wi-Fi) Name** is labeled “Network Name (SSID)”

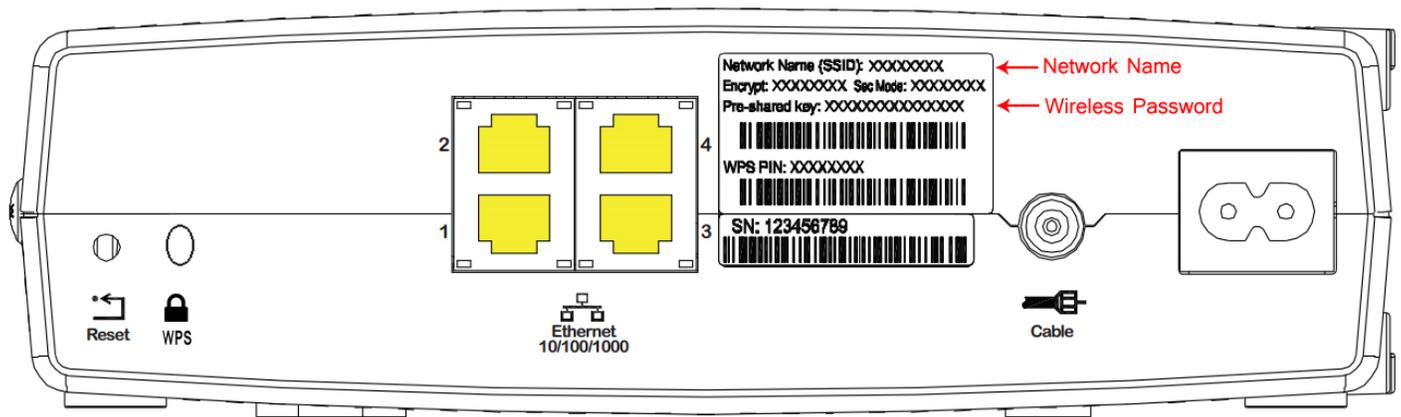
Your **Wireless (Wi-Fi) Password** is labeled “Pre-Shared Key”

Wireless Devices

Use the above name and password when your device completes its search for new networks. Enter the secure password when prompted.

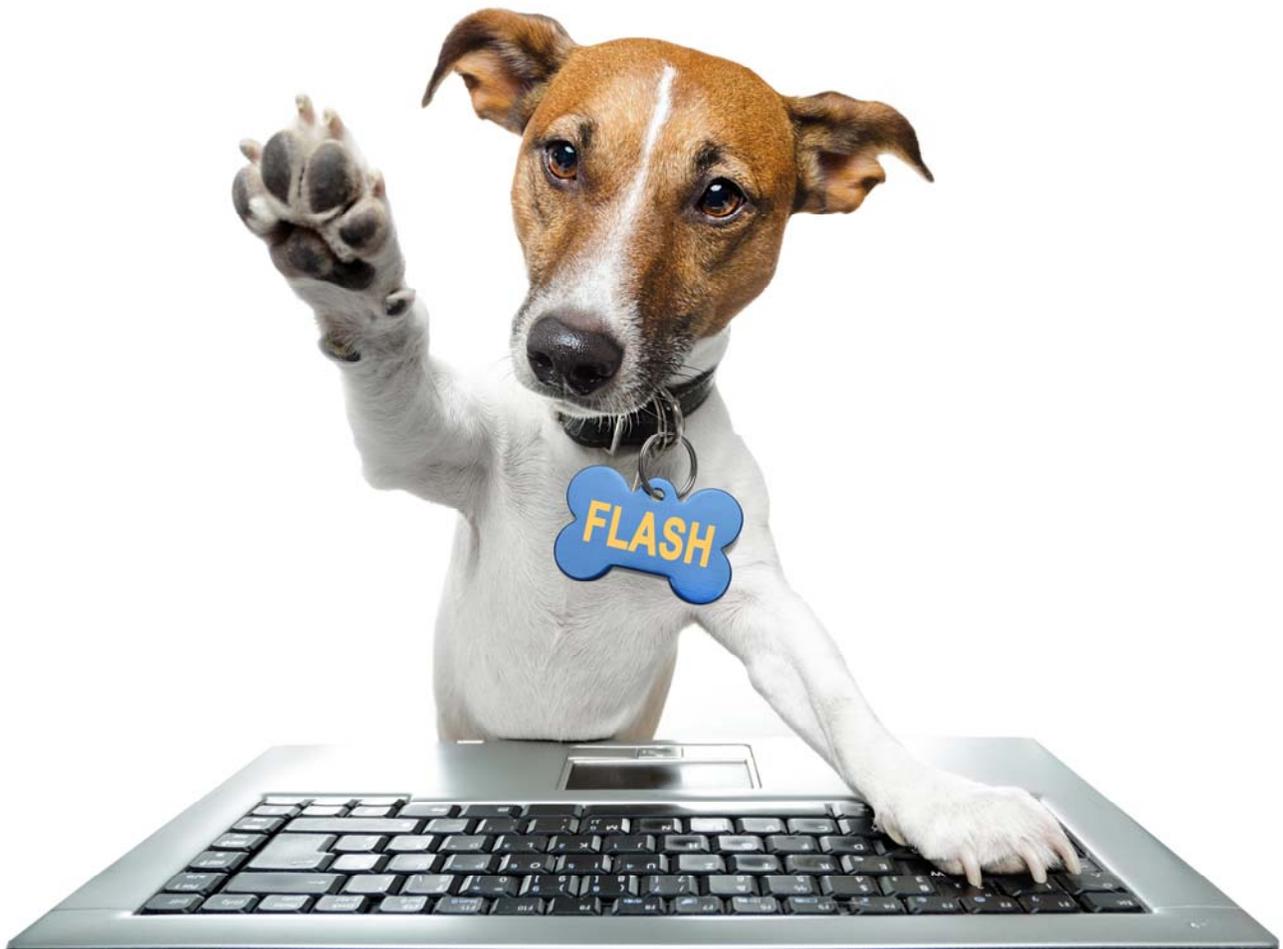
Wired Devices

If you have a device without Wi-Fi (printers, desktop computers, etc.), use a Network Cable (Cat5, not included) and plug it directly into a yellow port on the back of the Arris modem.



Modem as a Bridge

If you have your own router and wish to continue to use it, your Arris modem will need to be set up in “Bridge Mode”. This turns off the router and wireless capabilities of the modem, and you will manage your personal router like you always have. Please call our office to have this change made.



Ask Flash

How do I change between a Router and Bridge?

The profile for your modem is set in the TSC cloud. When the modem starts each time, it asks the network how it should be set up. If you need to switch between one and the other, call our office at **419-739-2200 (24 hours a day)** and request a profile change.

What happens if I press the reset button?

The modem will go back to factory defaults, setting up the Wi-Fi name and password to match what is on the security label.

Can I use the WPS PIN and WPS Button?

Yes, if your device is asking for WPS (Wi-Fi Protected Setup) you can use either the PIN or the button. Follow the instructions on your device.

How do I upgrade my service to faster speeds?

Calling our office at **419-739-2200** will get you a friendly customer care representative, who can put you on a faster speed immediately. Once we change your profile, your modem will reboot. The whole process takes less than five minutes. You can also visit our website at **www.telserco.com**.

Can I call technical support if I need help?

Yes! Available 24 hours a day, you can dial **800-743-5707**. Please have your bright.net username handy, so that they can assist you faster.