Mandatory Home Shipment Self-Install for All Self-Install Eligible

- ## Our Goal is to keep our customers and technicians safe.

No store pick-up, "Ship to Me" only (this should be the default option where available). This is not optional.

Installation Options · Have a self-installation kit shipped to you (we'll ship within 24 business hours), pick one up at <u>Spectrum store</u>, or schedule professional installation.

I want to install ℹ️   Send a technician ℹ️

$9.99 $49.99

🔘 **Ship to me**   ⚪ Professional install

⚪ Store pickup

Billing begins when service is activated or 8 days after the self-install kit is picked up in store or shipped to customer.

How to position self install to customers

- At this time Mr. Customer, Spectrum is offering self install to all customers. Spectrum will ship the equipment to your address, which keeps customers and our technicians safe. In addition, Self install saves you the install fee of $49.99.

- Spectrum will provide you with detail instructions and a diagram on how to connect you (Modem, Cable box and phone service).

- Please know Mr. Customer you may reach Spectrum Customer Service at 1 (833) 267-6094 with any questions.

- As a last resort Spectrum also offers a Self Install Rescue which as a one-time cost of $49.99 and a tech will go to your house in the event you are unable to connect your Spectrum equipment.

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Spectrum Self-Install Overview Video

https://www.spectrum.net/support/general/support-videos-t?redirected=true
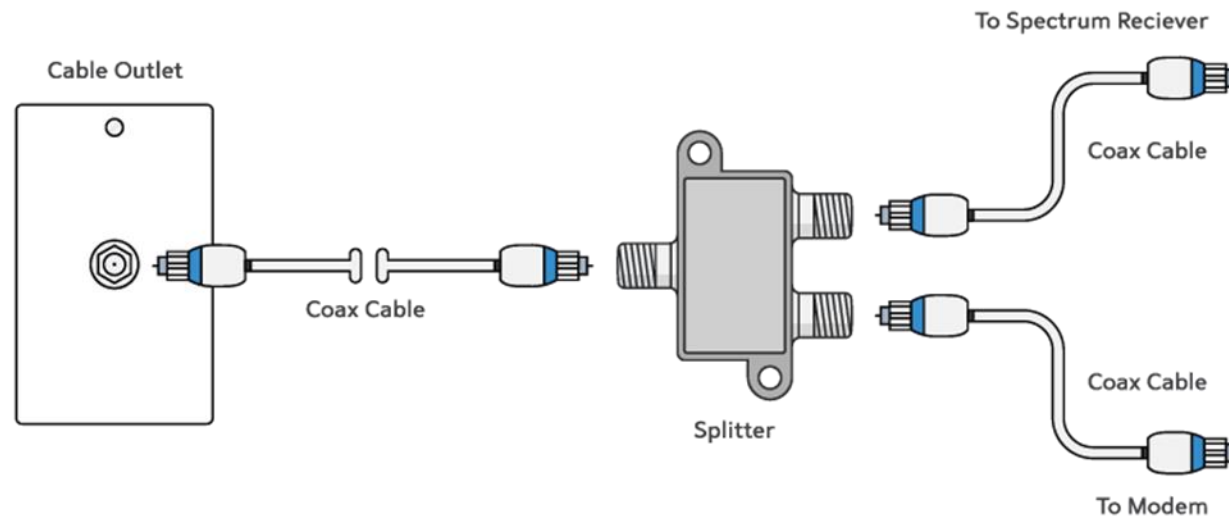
Self-Installation of Spectrum Internet Service

Step 1: Connect Modem

- Connect one end of the coax cable to a cable outlet, and then connect the other end to the modem.

- **Note:** A coax splitter should be used if this cable outlet will be shared with a Spectrum Receiver for TV service.
Visit spectrum.net/splitter for more info.

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Self-Installation of Spectrum Internet Service

- Connect the power cable to the modem, and then plug the other end into an electrical outlet.

- Wait for the modem to connect to the network (about two to five minutes). You'll know it's connected when the Online status light on the front of the modem is solid.

Step 2: Connect Modem to Computer or WiFi Router

- Connect the Ethernet cable to the modem, and then connect the other end to your computer or the internet port on the back of your router.

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Self-Installation of Spectrum Internet Service

Step 3: Activate Equipment

- Visit the activation website (available in some areas) listed in your self-installation kit instructions from your computer or smartphone.

- https://activate.spectrum.net/

- **OR**

- If the website isn't available, call (877) 309-5869.

- It's easy to customize your WiFi network name and password. To connect all your devices in one step, visit spectrum.net/easywifi

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Spectrum TV Receiver Self-Installation

Connecting the Spectrum Receiver

- Connect one end of the coax cable to a cable outlet, and then connect the other end to the receiver.

- Connect one end of the HDMI cable to the receiver, and then connect the other end to your TV.

- Connect the power cable to the receiver, and then plug the other end into an electrical outlet.

- Remove the battery cover from the included remote, and then insert the batteries. Make sure the batteries are facing the correct direction.

- Turn on the receiver using the remote.

- Turn on your TV, and then select the correct HDMI source using INPUT or SOURCE on your TV or TV remote.
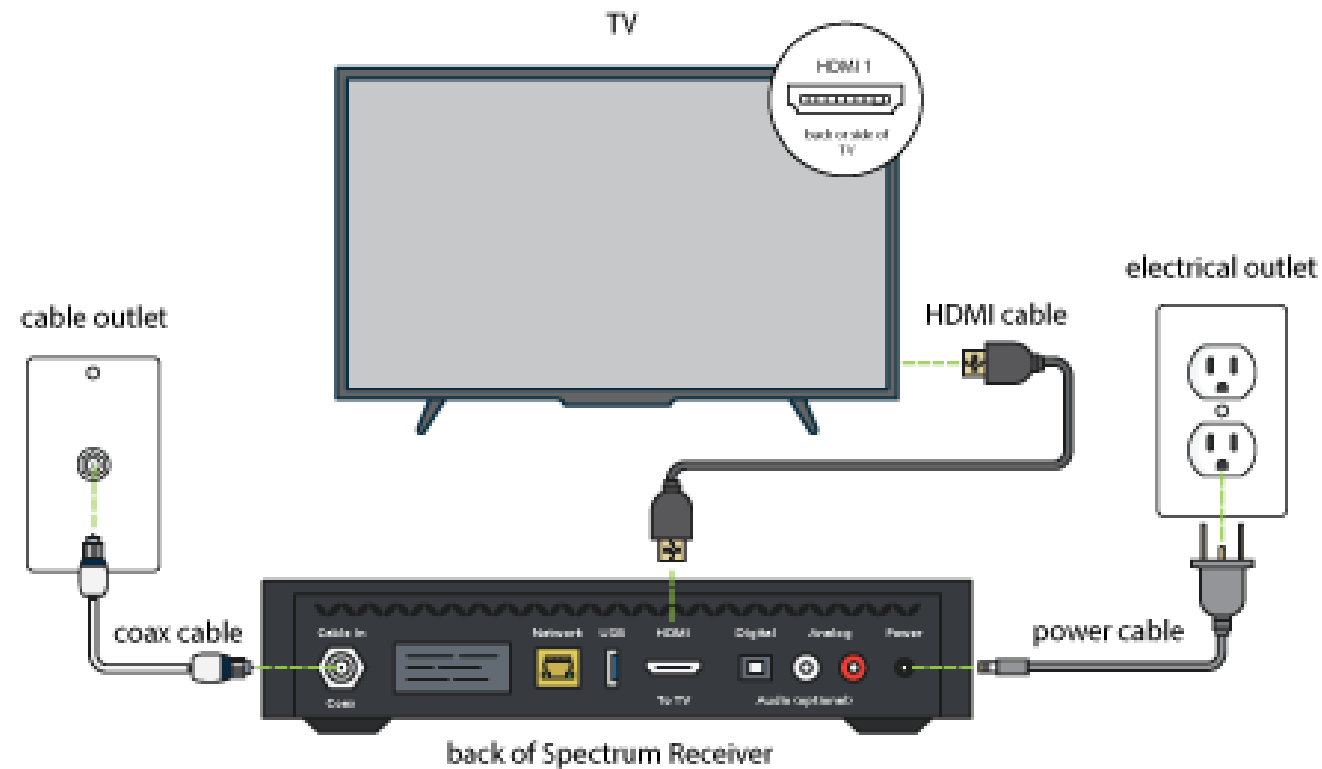
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Spectrum Receiver Self-Installation

Activate Equipment

Visit the activation website https://activate.spectrum.net/
OR
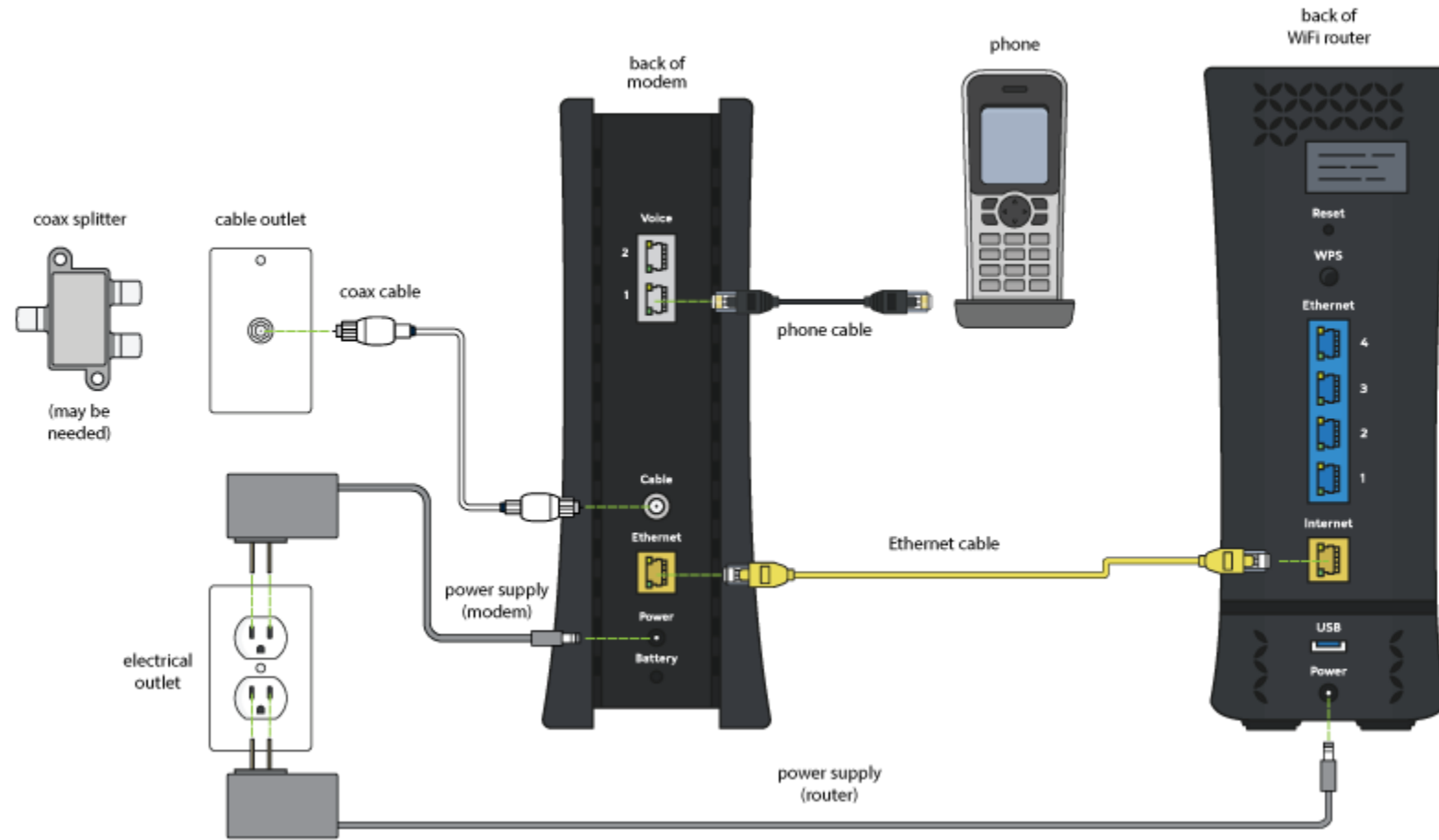If the website isn't available, call (877) 309-5869.

Self-Installation of Spectrum Voice Service

- **Step 1: Connect Modem**

- Connect one end of the coax cable to the cable wall outlet and the other end to the modem.

- Connect the power cable to the modem, and then plug the other end into an electrical outlet.

- Wait for the modem to connect to the network (about two to five minutes). You'll know it's connected when the Online status light on the front of the modem is solid.

Self-Installation of Spectrum Voice Service

- **Step 2: Connect Modem to Phone**

- Connect one end of the phone cord to your phone and the other end to port 1 on the modem.

- Note: Make sure your phone is plugged in to an electrical outlet.

- **Step 3: Activate Equipment**

- To activate the service:

- Visit the activation website https://activate.spectrum.net/ listed in your self-installation kit instructions from your computer or smartphone.

- **OR**

- If the website is not available, call (877) 309-5869.

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Self-Installation of Spectrum Voice Service

Spectrum Self-Install

Questions?