

# Modem **Self-Install** Guide

Use this guide for easy steps to get online.



ARRIS DG3450 Wireless Modem



## Plug In Your Modem

1. Find the best location for your modem. It's best to place it in a central spot in your home, off the floor and near an active cable outlet. (Some cable outlets in your home may not be active.)

**! Tip: If you're installing your modem in a hard-to-access spot, take a picture of the white label on the bottom of the modem, so you can easily reference the default Wi-Fi network and password later.**

2. Connect the coax cable from the wall outlet to the connection on your modem.
3. Plug your modem into a power outlet.

Make sure all connections are finger tight.



## Wait for the Light

Wait up to 15 minutes for the Online light (shown here) to go from blue to a steady green.



## Online light isn't on or still flashing after 15 minutes?

Here are a couple of quick things to check:

1. Make sure you're using the coax cable your leasing office provided to you and that the connections are finger tight.
2. When you first plug into power, the Online light should appear blue before it changes to steady green. If it didn't appear blue initially, try a different power outlet.
3. If the Online light doesn't light up, or if the light is solid but it's still not connecting, reboot the modem. Unplug it from power, wait 30 seconds and plug it back in.

Still not working? Call (877) 735-6089 or email [Internet\\_Support@bloombroadband.com](mailto:Internet_Support@bloombroadband.com).

# What's next?

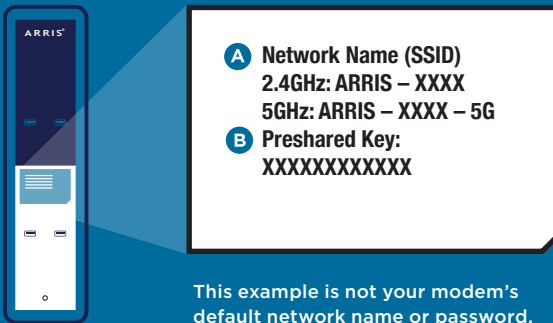
## Take Note of Your Wi-Fi Network

On the **bottom of your modem**, find these settings for your own equipment.

**(A)** Network Name (SSID) (This is your default network name.)

**ⓘ Note:** There are two of them - one for a 2.4GHz signal and one for a 5GHz signal. You'll need to know both since the ARRIS modem broadcasts two Wi-Fi signals.

**(B)** Preshared Key (This is your default wireless password.)



This example is not your modem's default network name or password.

## Connect Your Devices

With one device (such as a smartphone), go to Wi-Fi settings and connect to the default network. (Choose the 5G network if it appears, and make sure you're not using mobile data.) Open a website to make sure it loads.

**Want to customize your Wi-Fi network?** It's optional, but it's best to do it before connecting more devices. Type **192.168.0.1** into your web browser. On the Arris page, create and enter a new password. (Important: This isn't your Wi-Fi password. It's to access to your modem's settings.) Select **Next Step**.

For both the 2.4GHz and 5 GHz networks, create your new Wi-Fi network name and password. Your passwords can be the same. Be sure to add 5G at the end of that network name. After you save changes, **the modem will automatically disconnect** from the previous network. Follow the steps on page 5 to connect the first and other devices to your new Wi-Fi network. (Make sure you're not using mobile data.)