Quick Start Guide

1. Plug the Power Supply provided into the back of the modem and into a wall outlet. The modem must use the power supply that comes with it to work properly. Other power supplies will not work. Although they may allow the modem to power on, service will be impaired and optimal performance cannot be guaranteed.

2. Connect the Coax Cable from the wall into the back of the modem.

3. Allow the Firmware Update to process. This may take up to 20 minutes and will require the modem to power off and on multiple times. You should see this light sequence on the modem: a steady blue light, a slow blinking blue light, a fast blinking blue light, a steady green light, an alternating blue and green light and finally a steady green light to signify it is complete.

4. Plug one end of the Network Cable (Cat5/Ethernet cord) directly into the modem and the other end into your device.

5. For customers who subscribe to phone service, plug the phone cord directly into the top phone port of the modem.

6. Although this modem has a built in router, if you choose to use your own router please complete the instructions for your router to connect.

NOTE: Once activated, all lights should appear green on the modem indicating you can now access the internet. A red or orange light indicates there is a problem connecting to the internet, so please contact our technical support team 24/7 at 888.659.6009. If you would like to set up a customized wifi network name and password, please notify one of our technicians.

Do not expose the device to water or moisture. The device is a high-performance communications device designed for home and office environments. Do not use the device outdoors. Keep the device in an environment between 0°C - 40°C (32°F - 104°F). To avoid overheating, do NOT place any object on top of the device.
Our goal is to provide you with a wonderful experience!

If you have an issue with your wireless internet, here are some resources available to you.

1. Download our Ritter Support App in the App Store or on Google Play.
2. Call 888.659.6009 to speak to a technical support specialist.
3. Provide over the phone the code the app generates after a scan to begin a resolution session.

The Ritter Support app allows us to better understand what the problem may be so we can find a solution. You can send pictures and data through the app to provide us with important information such as how your router is wired, what lights are appearing and where your router is located.