

## **Quick Start Guide**



ARRIS TG3452A/DG3450A

Internet Modem Setup

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**NOTE:** Once activiated, 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  $0^{\circ}$ C -  $40^{\circ}$ C ( $32^{\circ}$ F -  $104^{\circ}$ 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.

- 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.

Plus, you can check out our Frequently Asked Questions by visiting **help.rittercommunications.com**.





888.336.4466 rittercommunications.com

