



Internet/Cable TV

Quick Start Guide

Enjoy your Midco® internet and cable TV experience to the fullest with these helpful tips.

Welcome

Your new apartment features many great amenities – along with Midco internet and cable TV already included in your rent! Entertainment is important. It's our release and also an opportunity to connect.

This quick start guide provides helpful information to get you started.

We have even more tips and tools at [Midco.com/Support](https://www.midco.com/support), where you can learn more about your Midco internet and cable TV features. Get details on channel listings, on-screen guides, remote controls, cable boxes, parental controls and much more.

Wi-Fi Ready

Personal Apartment Wi-Fi

Your apartment comes Wi-Fi ready when you move in, with no need for additional equipment.

And this isn't your typical apartment Wi-Fi. Midco's fiber connection to the property means plenty of bandwidth. You're actually getting private, business-quality Wi-Fi that's dedicated to just you – no sharing wireless or experiencing interference with your roommates or neighbors. Here's what you get:

- Midco Internet 100 with up to 100 Mbps download speeds
- Access to streaming-only ESPN3

You also have the option to upgrade your speeds, and you just pay the difference! To learn more, check out the flyer in this welcome kit, and then contact us at 1.800.888.1300 or [Midco.com/Contact](https://www.midco.com/contact).

Connect Your Devices to Wi-Fi

To get your dedicated Wi-Fi connection, you'll have to add your device to our network through our online Midco My Devices portal. You can authorize up to 10 devices per individual – including computers, tablets, phones and gaming devices.

Browser-Enabled Devices

This includes smartphones, tablets, computers and any device with internet browser capabilities.

1. Find and select **TheConnection** in your list of available networks. If not directed to the login site, visit **Midco.com/MyDevices**.
2. Enter the **username** and **password** provided to you.
3. The first time you connect, review the Midco Acceptable Use Policy, and select **Accept** to proceed.
4. When prompted, change your password.
 - Your password must be at least four characters long and include at least one uppercase letter, lowercase letter and a number.
 - You cannot reuse your last password.
 - Be sure to write down your new password, as you'll need it to add and manage more devices in the future.
5. Select **Register This Device**.

Non Browser-Enabled Devices

This includes gaming consoles and other connected devices that do not allow internet browsing.

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3. Enter your **username** and **password** provided to you.
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 - You cannot reuse your last password.
 - Be sure to write down your new password, as you'll need it to add and manage more devices in the future.
6. Follow the on-screen prompts to add your devices. Enter the following information:
 - a. Device Description: Enter the nickname you'd like to use for your device.
 - b. Device ID: This is the media access control (MAC) or Wi-Fi address of your device. It is an alphanumeric ID in this format:
A1:B3:E5:19:6F:BB.
 - c. To add your device, select **Add** or **Save and Continue**.

You'll receive a confirmation message when your device is successfully connected to the network. Repeat these steps with any additional devices you'd like to add.

Wired Ethernet Connectivity

If you need to have an Ethernet port for a gaming system or other device, we have you covered. Your bedroom comes with one built in. You'll need to add the MAC address of any wired devices you connect using the instructions above.

Cable TV

Midco Basic Cable – with more than 70 channels, including local networks – is also available in your living room as part of your rent. This includes the full suite of HBO® channels. You'll find one HD digital adapter already in your living room when you move in.

Love watching movies in bed? You have the option to install cable TV in your bedroom! Check out the flyer in this welcome kit, and then contact us at 1.800.888.1300 or [Midco.com/Contact](https://www.midco.com/Contact).

Get Answers

Online Tools and Tips

Your experience with Midco matters to us. We want to help you get the most out of your services. We offer many helpful tools and resources for you at [Midco.com](https://www.midco.com). Check it out today!

Midco.com/Support – Visit our online library of helpful tools and information for you – including the most commonly requested resources. Get help with rebooting your internet and cable TV equipment, troubleshooting and more.

Midco.com/MyAccount – If you add or modify your services, be sure to set up access to My Account. That's where you can set your Midco notification preferences, view your statements and conveniently pay your bill online.

Midco.com/ConnectedLife – Find out what channels are available in your area for your Midco cable TV package.

Policies

Midco provides internet and cable TV service to our customers subject to policies established for the protection of our users, our company and our communities. Visit [Midco.com/Legal](https://www.midco.com/Legal) to view our policies.

24/7 Support

Have a question? We're here to help.

- Contact us online using our live chat or through Facebook and Twitter.
- Talk to us in person at one of our local Customer Experience Centers.
- Call us at 1.800.571.5463.

Find it all at [Midco.com/Contact](https://www.midco.com/Contact).