



Internet Quick Start Guide

Get the most out of your Midco® internet service with these handy instructions.

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This Is Way More Than Just Internet

Thanks for choosing Midco® as your internet provider!

Your online experience matters to us. This quick start guide provides helpful information to get you started with Midco internet service.

We have even more tips and tools at **Midco.com/Support**, where you can learn more about your Midco email and find your specific modem's user guide. Discover details on assistance programs and get more troubleshooting support. We also have tutorials and advice to help you get the most out of your Midco internet service at **Midco.com/TechTips**.

Internet Security

The internet is an important part of our lives. It enables us to stay connected with friends, family and the world. We want your online experience to be a positive one, and — most importantly — safe and secure.

Wi-Fi Name and Password

To find your wireless network name and key:

1. Log in to **Midco.com/MyAccount**.
2. Under the Internet section, select **Manage**.
3. Locate your modem.
 - If a network key is available to display in My Account, your details will display here.
 - If your network key is unavailable to display in My Account, click the link to **View Network Key Support**, which explains how to log in to your modem to view and modify your network details. You can also locate this information at **Midco.com/NetworkKey**.

Network Name _____

Network Key _____

Five Steps to Help Maintain Online Security

1. **Protect your personal information.**

- Think before you open, post and respond.
- Always assume what you post online is available to the general public.
- Never reply to emails that ask for user IDs, passwords, social security numbers, bank accounts, etc.
- If you're unsure of the organization or the source of the email, call the organization at the number listed on their website to verify the request is legitimate.

2. **Install antivirus software.**

Be vigilant about installing an antivirus program on all your computers, and keep it updated. There are many good commercial products, and several are free.

3. **Keep your operating system updated.**

Both Microsoft® and Apple® issue periodic updates to their operating systems to fix newly-discovered security flaws. Be sure to keep other software products such as Adobe Reader® and Adobe Flash® updated as well.¹ Most vendors provide information to help you make this process automatic.

4. **Monitor your home wireless network.**

Don't give out your Wi-Fi password to everyone in your neighborhood. If you have a wireless modem from Midco, we already take steps to change factory settings to keep outsiders from accessing your network. If you have any other type of wireless router, change the default password and use an encryption method such as WPA2.

5. **Don't download or share files illegally.**

Unauthorized downloading and sharing of copyrighted materials (like movies, books, music, etc.) is a crime, and you are responsible for proper use of your internet service — for everyone in your house. This activity can be traced to you, and some copyright holders are filing civil suits seeking significant financial penalties.

Find more tips at Midco.com/Support.

¹ Microsoft is a registered trademark of Microsoft Corporation in the United States and/or other countries. Apple and the Apple logo are trademarks of Apple, Inc., registered in the US and other countries. Adobe, Adobe Reader and Adobe Flash are registered trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Spam and Virus Protection

Surf Securely

It takes just one click to unknowingly pick up a virus. Hackers constantly develop new ways around spam and virus protection, leaving you vulnerable to spyware and spam.

Protect your computer and files by keeping your operating system and internet security programs updated. Multiple layers of protection keep you more secure.

Layer 1: All Midco internet customers get free spam and virus protection with their Midco email accounts. If we find a virus, we block it before it reaches your computer.

Layer 2: Install your own anti-virus software on your computer. This will catch viruses from other email accounts you may have, as well as viruses downloaded from the internet.

Layer 3: Install a firewall on your computer. We recommend this because a virus protection program only screens for computer viruses. Firewalls can block hackers from getting into your computer and stealing your personal information. You can purchase firewall software online or from a local retailer.

Find more tips at [Midco.com/Support](https://www.midco.com/Support).

Bandwidth Usage

Find out how you're using your internet by checking your bandwidth usage. Knowing your average daily and weekly internet bandwidth usage is important. One-day usage spikes are common, but usage that increases significantly and remains at a high level for several days could be a problem. Someone could be using your wireless network without your knowledge, or one of your devices might have a virus or spyware. It could also be a technical glitch, but it pays to pay attention.

To check your bandwidth usage:

1. Log in to [Midco.com/MyAccount](https://www.midco.com/MyAccount).
2. In the Services section next to Internet, click **Check Usage**.
3. View your usage by the hour, day, month to date or year to date.

Speed and Performance

Tips for Faster Internet

Here are a few tips to optimize the online experience in your home.

Test Your Speeds

We encourage you to test your speeds periodically to make sure you're optimizing your internet experience. You can do this in several ways:

- For wired desktop or laptop computers, visit [Midco.com/SpeedTest](https://www.midco.com/speedtest).
- For mobile devices, use the Ookla app, available in the App Store® or Google Play™.²

Check Your Equipment

Your modem and possibly a third-party router create your home wireless network. Older hardware may not be able to deliver the speeds you're expecting with your internet package. The same goes for devices.

What to do:

1. Check our list of approved modems at [Midco.com/Modems](https://www.midco.com/modems) to make sure your modem meets compatibility standards.
2. Disconnect older devices from the network if you're not using them. They can slow your experience on all devices, including brand new laptops and phones.

Assess Your Location (wireless internet)

Your modem's location, the size of your home and home building materials can impact your signal strength.

What to do:

- You don't have to put your modem in the middle of your living room, but it should be centrally located based on where you use wireless devices most often. The farther you are from your modem, the weaker the signal.
- Get your modem off the floor and on a table or stand, and keep it in the open. Avoid closets and cabinets, and don't place it behind other electronics.

Understand the Impact of Radio Waves

Steer clear of microwaves, baby monitors and Bluetooth devices like wireless speakers. Countless products include built-in radio waves that use the same frequency as you wireless modem or router. And don't forget your neighbors, especially if you live in an apartment — all of their products could also impact your signals.

What to do:

1. Become aware of all the equipment in your home. Adjust where you put your modem or router in relation to other equipment that might interfere with your wireless signal.
2. Reboot your modem to make it select the best channel. If that doesn't work, contact the manufacturer of your wireless router to change your channel. If Midco provided your wireless modem, contact us at [Midco.com/Contact](https://www.midco.com/Contact).

Modem Reboot

You may periodically need to reset your modem to clear outdated or invalid network information, or to change your wireless channel. This may help the modem process information more quickly — similar to why it's recommended that you restart your computer or other devices from time to time.

To manually reboot your cable modem:

1. Unplug the small, black power cord from the back of the modem.
2. Check the front of the modem to ensure that all the lights have turned off.
3. After 30 seconds, plug in the modem.
4. Wait for modem lights to be fully lit (not blinking).
5. If you have a router connected, reboot that equipment as well.
6. Once power is restored, wait up to five minutes for the modem to come back online. Test the connection again by attempting to access a public website such as **Midco.com**.

To reset your modem through My Account:

1. Log in to **Midco.com/MyAccount**.
2. In the Services section next to Internet, select **Manage**.
3. Locate the modem that needs to be reset, and click **Reboot Modem**.
4. Once power is restored, wait up to five minutes for the modem to come back online. Modem lights should be fully lit (not blinking).
5. If you have a wireless router connected, reboot that equipment as well.
6. Test your connection by attempting to access a public website such as **Midco.com**.

To reset your modem by phone:

1. Call 1.800.888.1300.
2. Follow the phone prompts to reset your modem.
3. Once power is restored, wait up to five minutes for the modem to come back online. Modem lights should be fully lit (not blinking).
4. If you have a wireless router connected, reboot that equipment as well.
5. Test your connection by attempting to access a public website such as **Midco.com**.

System Requirements

Minimum System Requirements

Computers must meet the minimum requirements for the operating systems currently supported by Microsoft and Apple.

Approved Modems

We can only provide service for our approved modems. See our complete list at [Midco.com/Modems](https://www.midco.com/Modems).

Email

Account Setup

Every Midco account can have up to 10 email addresses associated with it. Set up an email address for each of your kids, yourself and your spouse. Have an email address you give to your family and friends and one you give to companies to keep their marketing emails separate from your personal emails.

To set up a new email address:

1. Log in to **Midco.com/MyAccount**.
2. In the Services section next to Internet, select **Manage Email**.
3. Click **Add Email**.
4. Enter an **Email ID, Display Name** and **Password**. Click **Save**. A message will display when your new email address has been successfully added.

If the email ID name you choose is already used by another Midco customer, we will prompt you to choose a different email ID.

Login

Midco makes it easy to log in and check your email from anywhere with an internet connection.

1. Go to **Mail.Midco.net**.
2. Enter your **email address** and **password**, and click **Sign In**.
3. Open, read, save or delete messages just as you would on your home computer.

Note: If you wish to keep certain email messages, be sure to save them to your home computer by using the Save As option in Midco email. You can also save these messages in a separate email program, such as Windows Live Mail.

Email Address _____

Email Password _____

Settings

Change Your Password

We've all done it. Fortunately, it's easy to change your email account password if you forget it.

1. Log in to **Midco.com/MyAccount**.
2. In the Services section next to Internet, select **Manage Email**.
3. Select the **email address** you want to modify.
4. Click **Change Password**.
5. Enter a **new password** twice to confirm the change.
6. Click **Save**. A message will display when your password has been successfully saved.

Change Your TV Everywhere Parental Controls or Delete Your Email Account

1. Log in to **Midco.com/MyAccount**.
2. In the Services section next to Internet, select **Manage Email**.
3. Select the **email account** you want to modify.
4. Choose what you want to modify.
 - Click **TVE Parental Controls** to change your parental control settings.³
 - Click **Delete** to delete that particular email account.

You may be required to enter your current password to change some settings or delete the account.

Note: For your privacy and security, know that Midco will NEVER ask you to send us your passwords by email or any other method. If you receive an email asking for your password, please report this to us immediately. It's likely the email is fraudulent and could potentially compromise your personal data and computer security.

³ TV Everywhere access is available to customers who have a Midco cable TV package. Visit Midco.com/TVEverywhere for details.

Email Setup on Your Computer or Device

Many people want to check their email on their mobile devices or computer. After you've logged in to Midco email the first time, be sure to add your Midco email in Outlook, Apple Mail or other preferred email client or app.

1. Go to **Midco.com/TechTips**.
2. Click **Email Setup** for step-by-step instructions and video tutorials on setting up your email on a variety of devices.
3. Use the following settings when setting up your email. Use the secure settings when you're using a hotel or airport wireless connection, sending and receiving mail outside a Midco network or on any mobile device.

Secure Settings

- Incoming server: **popa.midco.net**
- If POP server, server port number = 995
- If IMAP server, server port number = 993
- Outgoing server: **smtpa.midco.net**
- Port 25, Port 465 or Port 587
- Requires a **Secure Connection (SSL)** or **TLS** must be checked (depending on the device)
- Outgoing server settings may require your full username/email address and password
- Must select **Outgoing Server Requires Authentication**
- Do not select **Secure Password Authentication (SPA)**
- User name: your full email address
- Password: password for your email address

Standard Settings

- Incoming: **pop.midco.net** (server port number = 110)
- Outgoing: **smtp.midco.net** (server port number = 25)
- User name: your full email address
- Password: password for your email address

If you're not connected to a Midco internet connection, outgoing emails will not be sent.

Email Contacts

If you want to save your contacts from a previous email address, you can export from that account and import them into your Midco email account. Visit Midco.com/EmailSupport for step-by-step instructions.

Email Storage

Each email address comes with built-in spam and virus protection and up to 5 GB of storage. To keep your mailbox size from getting too big, we automatically delete Trash and Junk folder items more than 30 days old. If you have important messages you want to keep, be sure to organize them in folders other than your email Trash and Junk, or you can save the email files to your computer.

ESPN3 Access

Your Midco internet package includes free, online access to ESPN3. If you are connected to your Midco-provided internet, automatic verification of your IP address should occur. Otherwise, you need to have a Midco email account to sign in and confirm you're a Midco customer.

To access ESPN3 online, visit Midco.com/ESPN3.

Common Modem and Network Questions

What do I do if I can't get on the internet, but my modem's online connection light is flashing?

To reboot your cable modem, follow the instructions under Modem Reboot on page 10.

If you cannot connect to the internet or you have to reboot your modem often, contact us at 1.800.888.1300 or **Midco.com/Contact**, so we can make sure your modem is functioning properly.

While browsing the internet, I see a "This page cannot be displayed" message. How do I fix it?

You're receiving this error because the internet browser cannot find that specific page on the internet. This message occurs when the internet is not connected to your computer or if the website address was typed incorrectly.

If you are certain you typed the web address correctly, reboot your modem following the instructions under Modem Reboot on page 10.

If you continue to experience this error, contact us at 1.800.888.1300 or **Midco.com/Contact**.

The power light is off on my modem. What does that mean?

If your modem light is off, there is no power going to your modem. Check all the cables on the back of your modem. Make sure they are plugged in tightly, and that the power pack is plugged into the wall outlet. If the light is still off, try plugging the modem into a different wall outlet. If you still do not have power to your modem, contact us at 1.800.888.1300 or **Midco.com/Contact**.

Can I use my own modem?

You can choose to purchase or lease a modem through Midco when you place your order with us by phone or online. Retail stores may also offer modems; however, please note that only equipment on our approved modems list is qualified to work with our network. See [Midco.com/Modems](https://www.midco.com/Modems) for a list of approved modems.

- For gigabit internet speeds, an advanced DOCSIS 3.1 modem is required.⁴
- For all other Midco internet packages, a DOCSIS 3.0 modem enables you to get optimal speeds.
- Older modems are not approved and may reduce your speed to lower than what you're paying for with your package.

⁴Gigabit internet is not available in all markets. Visit [MidcoGig.com](https://www.MidcoGig.com) for more details.

Online Resources

Helpful 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**. 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 modem, troubleshooting, assistance programs and more.

Midco.com/TechTips

Find tutorials and tips on setting up email, wireless and more.

My Account and Bill Pay

Midco.com/MyAccount

- View your current statement to see your list of services, and check out past bills online. Set up auto pay or make a one-time payment. Don't forget to go green by enrolling in e-statements!
- Sign up to receive email and text updates about your account.
- Get your Connect-A-Friend referral savings code.
- Check the connectivity status of your modem.
- And much more!

Don't have My Account access yet? Go to **Midco.com/MyAccount**, and click **Register**. After you've created a My Account, you can also download the Midco My Account app from the App Store or Google Play.

Policies

Midco provides internet 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, which include these and others:

- [Acceptable Use Policy](#)
- [Cable, Internet and Telephone Subscriber Privacy Notice](#)
- [Internet Subscriber Agreement](#)
- [Online Privacy Policy](#)

24/7 Support

Have a question? Let us know! Reach out to us in person at one of our local Customer Experience Centers. We also offer customer service by phone at 1.800.888.1300, live online chat and through social media. Just visit [Midco.com/Contact](https://www.midco.com/Contact).

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