



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, click **View Network Key**.

The network name and network key are only available if you have a wireless modem (if your modem displays this).

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 personal information, such as user IDs, passwords, social security numbers, credit card numbers and bank account information. If you're unsure of the organization or the source of an email, call the organization by phone to verify a request is legitimate before responding.

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. Most vendors provide information to help you make this process automatic.

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

Keep neighbors and strangers off your network. If you have a combination cable modem/wireless router from Midco, we already take steps to change factory settings that keep outsiders from accessing your in-home network. If you have any other type of wireless router, be sure to change the default administrator password and configure it to use an encryption method such as WPA/PSK or 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.

Spam and Virus Protection

Surf Securely

The internet is a great source for information and entertainment, but it takes just one click to unknowingly pick up a virus. Hackers constantly develop new ways to get around spam and virus protection, which could leave you vulnerable to unwanted pop-ups, spyware and spam.

The best way to protect your computer and your files is to keep your operating system and internet security programs maintained and updated. Multiple layers of protection keep you more secure and your computer in good working order.

Layer 1: All Midco Xstream® 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: Have your own anti-virus software installed on your computer. This will catch any viruses from other email accounts you may have, as well as viruses downloaded from the internet.

Layer 3: We recommend you also install a firewall on your computer to protect you when surfing the web. A firewall is different from a virus protection program, which only screens for computer viruses. Firewalls can block hackers from getting into your computer and stealing your bank account or credit card numbers and other personal information. You can purchase firewall software online or from a local retailer.

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**.
2. In the My Services section under Internet, click **Bandwidth Usage**.
3. View your usage by the hour, day, month to date or year to date.

Speed and Performance

Tips for Faster Internet

Now that you have Midco internet, here are a few tips to optimize the online experience in your home.

Test Your Speeds (wired internet)

Check your internet speed periodically at [Midco.com/SpeedTest](https://www.midco.com/speedtest).

Check Your Equipment (wired and wireless internet)

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 your devices, including brand new laptops, tablets 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:

1. 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.
2. Get your modem off the floor and on a table or stand.
3. Keep your modem 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 your 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**.

Examine Other Options

Looking for additional options to enhance Wi-Fi in your home? A different Midco internet package with higher speeds may be the solution for your home wireless traffic. We also offer a Whole Home Wi-Fi, a system that creates a mesh wireless network throughout your home.¹

Visit **Midco.com/WholeHomeWi-Fi** to learn about this service. Find out how a professional Midco assessment can help you better understand and improve the wireless signal distribution throughout your home.

¹ Monthly price includes up to four devices. Each device beyond four is an additional monthly fee. Customer must have Midco internet. Service is available only to residential customers in select markets.

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 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**.

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.

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. Under Internet, select **Add/Edit Email Accounts**.
3. Click **Add Email**.
4. Choose an email ID, a display name and a password. Click **Save New Email Account**.

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 **Midco.net** or **Mail.Midco.net**.
2. Enter your email address and password, and click **Log 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 Webmail. 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. Under Internet, select **Add/Edit Email Accounts**.
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 **Continue** to save.

Change Your Email Settings or Delete Your Account

You can modify your email or parental control settings in My Account.

1. Log in to **Midco.com/MyAccount**.
2. Under Internet, select **Add/Edit Email Accounts**.
3. Select the email account you want to modify.
4. Click on what you want to modify.
 - Click **Change Password** to reset your email password.
 - Click **Parental Controls** to change your parental control settings.
 - 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.

Email Setup on Your Computer or Device

It's easy to set up your email on your computer or mobile device.

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: enter 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: 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.

Midco.net

With your Midco internet package, you get access to **Midco.net**. Use this site to log in with your Midco email account, and customize your home page to fit you.

With **Midco.net**, get instant access to:

- Your Midco email, accessible from anywhere with an internet connection
- ESPN3, which is included in your Midco internet package
- TV Everywhere online streaming of networks in your Midco cable TV package, if you subscribe to Midco cable
- Access television listings, which you can use to manage your DVR recordings, if you subscribe to Midco cable
- Weather, local news, sports and stock quotes
- Movie listings
- And so much more!

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 is qualified to work with our network. See Midco.com/Modems for a list of approved modems.

To get the optimal speeds for your internet package, you must use a DOCSIS 3.0 modem. Older modems are not approved and may reduce your speed capabilities to lower than what you're paying for with your package.

They're not available in the marketplace yet, but even more advanced DOCSIS 3.1 modems are on the horizon. Midco is currently testing this modem, because it will enable gigabit internet speeds via cable modem for the first time ever. It's all part of our commitment to bring Midco Gig to our entire service area by the end of 2017. Learn more at MidcoGig.com.

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.

Midco.com/Shop

Check out service pricing if you're thinking about adding or changing services.

My Account and Bill Pay

Midco.com/MyAccount

- View and pay your bill online. You can even set up one-time or recurring payments, and view your statements and payment history.
- Sign up to receive email updates about your account.
- Get your Connect-A-Friend referral savings code.

Policies

Midco provides Midco Xstream service to our customers subject to policies established for the protection of our users, our company and our communities.

Visit **Midco.com/Legal** to view our policies, which include these and others:

- Acceptable Use Policy
- Cable, Internet and Telephone Subscriber Privacy Notice
- Cable TV Subscription Terms and Conditions
- 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, email, live online chat and through social media. Just visit [Midco.com/Contact](https://www.midco.com/Contact).

