



# Modem

# Self-Install Guide

Let's get connected. Use this guide to install your new wireless or standard modem. With just a few easy steps, you'll be ready to go.

Included for Install



# Required to Start

- You need a computer or device to connect to the internet.
- For both wireless Midco® modems and retail routers, you need your network name and password. (This does not apply for standard, wired modems.)
  - Midco wireless modems: Check the bottom or the back of your wireless modem for your network name and password. (If your modem shows a 5G network name, write it down so you can connect to that network.)
- Retail, wireless routers: Refer to your router or manufacturer for details. (Note: Midco does not support retail routers.)

**Wireless Network Name (SSID):** \_\_\_\_\_

**Wireless Network Password (passphrase, network key, default key, pre-shared key):**

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Note: If you change your SSID or password, your equipment will no longer be paired to your system.

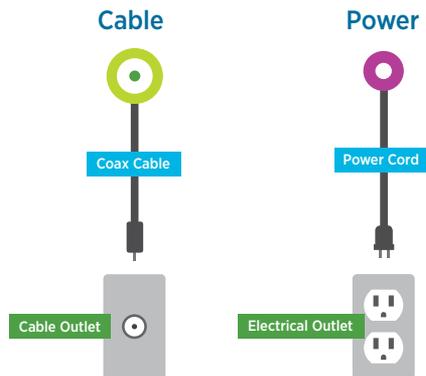
## Pick a Good Modem Location

Where you place your wireless modem or router can impact how your internet performs. Make sure you choose a location with good air circulation where it won't get hot. Keep your Wi-Fi equipment in a high, central location – and away from other wireless devices.

## Plug In Your Modem

### Wireless Connection

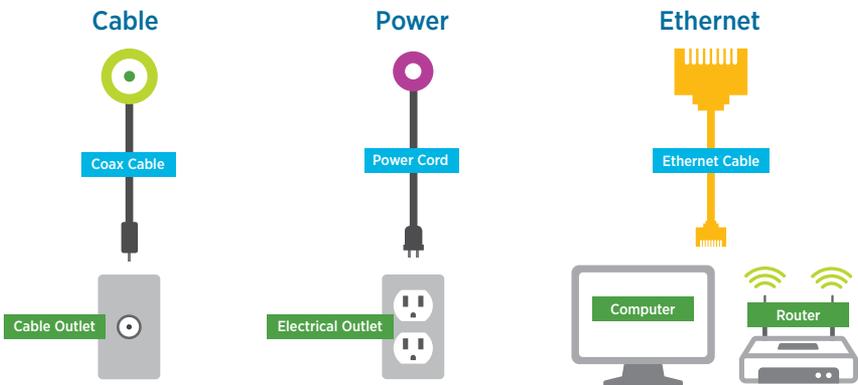
1. Connect the coax cable from your **cable wall outlet** to the **cable (RF In)** connection on your modem. Make sure the connection is finger tight.
2. Plug the power cord into your **modem** and then into an **electrical outlet**.
3. Proceed to the Check Connections instructions in this guide.



## Wired, Ethernet Connection

Use this option for non-Wi-Fi computers, gaming devices or other systems.

1. Connect the coax cable from your **cable wall outlet** to the **cable (RF In)** connection on your modem. Make sure the connection is finger tight.
2. Plug the power cord into your **modem** and then into an **electrical outlet**.
3. Connect your Ethernet cable(s).
  - **Wireless modem with wired Ethernet connection:** Connect your modem's Ethernet cable from your **modem's Ethernet** connection to your **non-Wi-Fi computer, gaming device** or **other system**.
  - **Standard modem only:** Connect your **modem's Ethernet** connection to your **device's Ethernet** connection.
  - **Standard modem plus retail router:** Connect your **modem's Ethernet** connection to your **router's WAN/internet** connection. Connect additional Ethernet cables from the **router's Ethernet** connections to your **devices' Ethernet** connections.
4. Proceed to the Check Connections instructions in this guide.



# Check Connections

1. Wait up to 15 minutes for the modem to connect to the Midco network. When it's connected, the following lights on the front of the modem to stop flashing and remain steadily lit:
  - Power
  - DS (downstream/receive)
  - US (upstream/send)
  - Online



2. Once the lights are solid, open your web browser. Visit a public website such as **Midco.com** to test your connection. If you are unable to access the internet, contact us at **Midco.com/Contact**.
  - Some wireless Hitron modems will guide you through a setup wizard automatically when you open your browser. Simply follow the prompts to complete setup, and customize your network name and password. If the Wi-Fi setup doesn't launch, enter **192.168.0.1** in your device's browser to begin the setup process. After this is complete,

If the modem doesn't light up or connect to the internet:

1. Unplug the **modem power cord** from the back of the modem and the **electrical outlet**. If applicable, unplug the router power cord as well.
2. Wait 15 seconds, and then plug the modem power cord back into the electrical outlet. Wait for the Power, DS, US and Online lights on the front of the modem to stop flashing and remain lit. If applicable, plug the **router power cord** into the **electrical outlet**.
3. Restart your device.

# Connect Devices to Wi-Fi

Connect each device to your Wi-Fi network, using these steps for common devices. You can find more Wi-Fi device help at [Midco.com/InternetSupport](https://www.midco.com/InternetSupport) under **Wi-Fi** – or from your device manufacturer's support website.

**Important Before You Begin:** Review the following information before connecting all devices to Wi-Fi.

- For wireless Hitron modems that include the online setup wizard, you'll be prompted to create a new network and password after you connect your first device. Join your new network on all devices you want to connect to Wi-Fi.
- For other Wi-Fi modems from Midco: After you set up your first device, see the Personalize Your Network Name & Password section to customize your network name and password to something that's unique to you.
- For retail routers: Refer to your router manufacturer's instructions.

## iPhone and iPad Mobile Devices

1. Power on your device. On the Home screen, tap the **Settings** app and then **Wi-Fi**.
2. Confirm Wi-Fi is set to **on**. (If it's not on, toggle it from off to on.) After Wi-Fi is enabled, you'll see a list of available Wi-Fi networks.
3. Tap the **wireless network name (SSID)** you'd like to join.
4. Enter your **wireless network password** (also called a passphrase, default key, pre-shared key or network key). Tap **Join**.
5. For Ask to Join Networks, toggle to **off**, so you aren't automatically connecting to networks you've previously joined.

You'll know you're connected when there's a checkmark next to your wireless network name and a Wi-Fi symbol at the top of your screen.

## Android Mobile Devices

1. Power on your device. On the Home screen, tap the **Apps** icon.
2. Swipe to locate and tap **Settings**, and then select **Wi-Fi**.
3. Tap the **wireless network name (SSID)** you would like to join.
4. Enter your **wireless network password** (also called a passphrase, default key, pre-shared key or network key). Tap **Connect**.

You'll know you're connected when your wireless network name shows as Connected.

## Windows Computer

1. Power on your device. On your desktop, click the **wireless network** icon (which looks like wireless signal bars).
2. When the available networks appear, select the **wireless network name (SSID)** you'd like to join. Click **Connect**.
3. Enter your **wireless network password** (also called a passphrase, default key, pre-shared key or network key). Click **Next** or **OK** to confirm your password.

You'll know you're connected when you hover over the wireless network icon, and it shows Connected.

## Mac Computer

1. Power on your device. On your desktop, click the **Airport** icon (which looks like radio waves).
  - If it shows Airport Off, click to **Turn Airport On** to enable Wi-Fi.
2. When the available networks appear, select the **wireless network name (SSID)** you'd like to join.
3. Enter your **wireless network password** (also called a passphrase, default key, pre-shared key or network key). Click **OK**.

You'll know you're connected when the Airport list displays checkmark next to your wireless network name and there's a Wi-Fi symbol at the top of your screen. The Airport symbol also indicates your connection strength.

# What's Next

## Personalize Your Network Name & Password

Now, you know your modem's Wi-Fi network name and key. If you forget this information or want to change it to something unique, you can take care of it online for most modems. Just visit **Midco.com/InternetSupport**. Go to **Wi-Fi** and then **Wi-Fi Name and Password**. For retail routers, refer to your router manufacturer's instructions.

## Know How to Troubleshoot

Having trouble with your internet connection? Check out **Midco.com/InternetSupport** for a host of resources. Learn how Wi-Fi works, how to reboot your modem, how to avoid Wi-Fi interference and more.

## Return Old Modem

If we mailed you a new modem and you have an old one from Midco, it will remain active up to 14 days. If you leased it from us, be sure to return it. Just package it up in the box that came with your new modem. You can either use the enclosed, prepaid return label – or drop the box off at your local Midco Customer Experience Center.



[Midco.com/Support](https://www.midco.com/Support)

[Midco.com/Contact](https://www.midco.com/Contact) | 1.800.888.1300

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