



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 information and tips at **Midco.com/Support**. Learn more about your Midco email, or find your specific modem's user guide. See more information about Wi-Fi connectivity and how to connect to your home network and set up your email on your specific device. Get further troubleshooting tips, watch video tutorials or find step-by-step instructions to help you get the most out of your Midco internet service.

Wi-Fi Name and Password

To connect your wireless devices to your secure, in-home network, you need your Wi-Fi network name (also known as an SSID) and your password (or network key). The default network name and password for your modem is typically on the back of your modem.

Your Midco technician can change your default network name and password during installation. If you'd like a custom one, let them know. You can also call 1.800.888.1300 or use our secure chat at **Midco.com/Contact** to have a customer care representative change this information for you.

You can also view and change this information by logging directly into your modem. You can find step-by-step instructions at **Midco.com/InternetSupport**. Choose **Wi-Fi** and then **Wi-Fi Name & Password**.

Why Change My Network Details?

You should always change your default network details in order to keep your information secure. Modems from Midco have already had the default settings changed, since leaving these settings set to default can make your network vulnerable to hackers.

Changing your network details can also make things easier for you.

- Setting up a personalized network name makes it easier to find and connect to your Wi-Fi.
- Changing your password to something you can more easily remember makes it easier for you and your visitors to connect to your Wi-Fi.
- Editing your password after house guests (or your kids' friends) leave helps keep things secure.

View Network Details in My Account

To find your wireless network details in My Account:

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.
 - Note: Not all modems will display this information in My Account. If it isn't available, go to **Midco.com/InternetSupport** and select **Wi-Fi** and then **Wi-Fi Name & Password**. Follow the steps to log in to your modem and view or change your network details.

Network Name _____

Network Key _____

Internet Security

Protect Yourself Online

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

All Midco email accounts include free spam and virus protection. If we find a virus, we block it before it reaches your computer – but that protection doesn't apply to other email accounts you may have, or to your browser as you surf the web.

Keep yourself secure while you're online with these tips.

1. Protect your personal information.

- Never reply to emails asking for personal information – like user IDs, passwords, social security numbers, etc. – and never send your information over social media or other unsecure channels.
- Periodically change your passwords – especially for bank accounts and shopping accounts that store your credit cards.
- Verify an email's legitimacy by visiting an organization's website directly (by typing their website URL into your web browser) and contacting them.

2. Protect your computer.

- Don't open attachments in emails you're not expecting or if you don't know the sender.
- Install antivirus software and firewall program to protect your computer. While Midco does not recommend any specific software, there are many programs available – either online or through software retailers.

3. Keep your operating system updated.

- Both Microsoft™ and Apple® issue period updates to their operating systems to fix newly discovered security flaws.¹
- Make sure to also keep other software updated, like Adobe Reader®.¹

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.

4. Monitor your home network.

- Change your network's default settings to keep your network details secure and keep outsiders from access your network and stealing your information.
- Don't give out your Wi-Fi password to everyone in your neighborhood.
- Check your bandwidth usage regularly.

Find more tips at [Midco.com/InternetSupport](https://www.midco.com/InternetSupport) under **Online Security**.

Bandwidth Usage

Midco doesn't throttle or limit bandwidth usage, but knowing how much data you normally use is important – so you're aware of potential problems early on.

One-day spikes are common, like when you download software updates or binge-watch Netflix episodes – but usage that increases significantly and remains at a high level for several days could be a problem. This could mean:

- Someone is using your wireless network without your knowledge
- You have a virus or spyware
- There was a technical glitch

Data usage changes over time, and each home's profile is unique. That's why it's important to compare your usage regularly.

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, select **Check Usage**.
3. View your usage by the hour, day or year to date.

Visit [Midco.com/InternetSupport](https://www.midco.com/InternetSupport) and select **Bandwidth Usage** to learn more.

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 Other Devices

Today's world is full of the Internet of Things – with an increasing number of devices in our homes that connect to the internet, mostly wirelessly. Knowing how many wireless devices in your home won't fix interference issues, but it can help understand why there might be interference.

Examples of devices that can cause wireless interference include laptops, phones, tablets, streaming media players, TVs, Blu Ray players, printers, exercise equipment, sound bars, thermostats, refrigerators, bathroom scales, security cameras, cordless phones, microwave ovens and more.

What to do:

- If you're not using devices – especially for their wireless features – disconnect them from the wireless network.
- Connect devices directly to the internet through a wired connection to help improve the signal quality – and reduce interference from and to other devices.
- Some devices can be adjusted to only use Wi-Fi when they need it, instead of being constantly connecting to it.

Reset Your Modem

Like your computer, smartphone and other tech, modems need periodic resets, too, because things can go wrong from time to time. Your modem is like a computer. It has a CPU, memory and local storage – all running on an operating system. Rebooting helps clear out outdated or invalid network information and resets your system after firmware or software updates.

To manually reboot your modem:

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

To reboot your modem in My Account:

1. Log in to **My Account**.
2. Go to **Internet**. Under your modem equipment, select **Reboot Modem**.
3. Check the front of the modem to ensure that all the lights have turned off.
 - Wait up to five minutes for the modem to come back online.
 - Some lights may flash on and off while your modem reboots. Wait for modem lights to be fully lit (not blinking).
4. If you have a router connected, reboot that equipment after your modem is back online.
5. Test the connection again by attempting to access a public website such as **Midco.com**.

To reboot your modem in the My Account app:

1. Log in to your account in the **My Account app** (available in the App Store and Google Play).
2. Select **Services** from the bottom menu.
3. Choose **Internet** and then **Reset My Equipment**.
 - If the reset is successful, a message will display in the app. If you don't receive a success message, contact us.
4. Check the front of the modem to ensure that all the lights have turned off.
 - Wait up to five minutes for the modem to come back online.
 - Some lights may flash on and off while your modem reboots. Wait for modem lights to be fully lit (not blinking).
5. If you have a router connected, reboot that equipment after your modem is back online.
6. Test the connection again by attempting to access a public website such as **Midco.com**.

If you need assistance, contact us at **Midco.com/Contact** or 1.800.888.1300.

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

You can create up to 10 Midco email accounts – each with 5 GB of storage – free with your Midco internet or cable TV service. Create one for each family member, with different TV Everywhere parental control settings for your kids. Or set up one to give to family and friends and one to use for shopping and email lists.

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. Choose **Add Email**.
4. Enter an **Email ID**, **Display Name** and **Password**. Select **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 select **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. Click the **three dots** in the right corner of the message, and select **Download as .eml**. Use the Save As option to save the email as a file. You can also save these messages in a separate email program, such as Outlook.

Email Address _____

Email Password _____

Settings

Change Your Password

We've all forgotten passwords from time to time. 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/EmailSupport**. Select **Email Setup** for instructions and tutorials on setting up your email on a variety of devices.
2. 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, and go to **Using Midco Email** for help.

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, go to Midco.com/InternetSupport under **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?

1. Reboot your modem.
2. Check if there's a service outage at [Midco.com/Outages](https://www.midco.com/Outages).
3. Check that cables are tightly plugged in and not damaged.
4. If you recently moved your modem, it may be the cable outlet isn't active. Try plugging it into a different outlet.
 - If plugging your modem into a different outlet solves your internet issues, but you want to have your modem plugged into the other outlet, contact us.

If you still cannot get a connection, or you notice that you have to reboot your modem often, contact us at [Midco.com/Contact](https://www.midco.com/Contact) or 1.800.888.1300 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?

This means your web browser cannot find the page. The most common causes:

- You're not connected to the internet.
- You incorrectly typed the website address.
- The web page you're trying to visit is down or unavailable.

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](https://www.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're plugged in tightly and that the power pack is plugged into the wall outlet.
- If your outlet can be controlled by a light switch, be sure that the switch is set to power on.
- Try plugging your modem into a different wall outlet.

Contact us at **Midco.com/Contact** or 1.800.888.1300 if you still don't have power to your modem.

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. (You can lease a modem through Midco when you order services 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** 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 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.

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 select **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).

