

## Wi-Fi Setup for Mobile Devices

Setting up Wi-Fi for your mobile device is easy. We've laid out some basic instructions for two common devices. If you need additional assistance, visit [Midco.com/TechTips](http://Midco.com/TechTips) and click on Wireless Setup.

### iOS/Apple Devices:

1. Go to Settings.
2. Select Wi-Fi. Make sure Wi-Fi is On.
3. Choose your wireless network.
4. Enter the Wi-Fi Password (network key).
5. Select Join. A check mark should appear by the connected network.

### Android Mobile Devices:

1. Go to Settings.
2. Select Wi-Fi. Make sure Wi-Fi is On.
3. Choose your wireless network.
4. Enter the Wi-Fi Password (network key).
5. Select Connect. The word "Connected" should appear by the connected network.

## Wi-Fi Setup for Computers

Setting up Wi-Fi for your computer is easy. We've laid out some brief instructions for two common operating systems. If you need additional assistance, visit [Midco.com/TechTips](http://Midco.com/TechTips) and click on Wireless Setup.

### Windows 7, 8 & 10

1. In the lower right corner of your screen, click the wireless network icon (looks like five signal bars or radio waves).
2. Select your wireless network and click Connect.
3. Enter the Wi-Fi password (network key).
4. Click Next. To confirm that you're connected to Wi-Fi, click the wireless network icon. The word "Connected" should appear by the connected Wi-Fi network.

### macOS Sierra

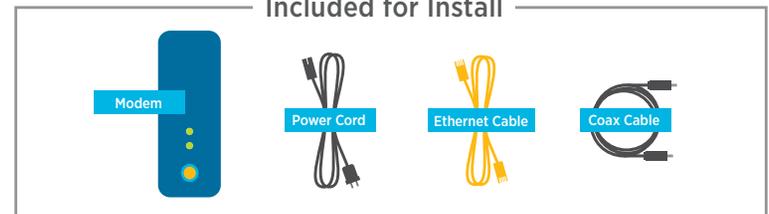
1. In the upper right corner of your screen, click the AirPort icon (looks like radio waves).
2. Select your wireless network.
3. Enter the Wi-Fi password (network key).
4. Click Join. To confirm that you're connected to Wi-Fi, click the AirPort icon. A check mark should appear by the connected Wi-Fi network.



# Modem Self-Install Guide

Let's get connected. Use this guide to install your new modem. Just a few easy steps and you'll be ready to go.

### Included for Install



## New Modem

Your new modem is active and ready to go once you connect it. If you selected a wireless modem, write down the Wi-Fi network name (SSID) and Network Key (PassPhrase, Pre-Shared Key, or Passcode) from your new wireless modem. These are found on the back or bottom of the modem.

Network Name/SSID

Network Key/Password

If your wireless device shows a 5GHz network name from your modem, connect to that network.

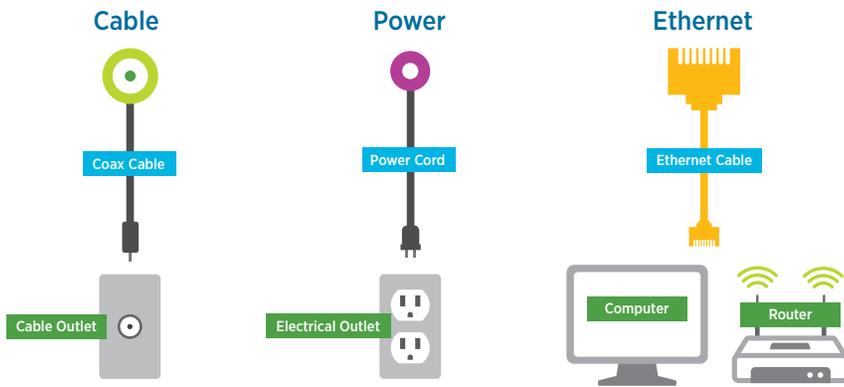
## Old Modem

If you have an old modem it will remain active for up to 14 days. If you leased it from Midco, please return it by dropping it off at your local Customer Experience Center or mailing it using the box your new modem was delivered in. A prepaid return label has been included.

## Connecting the Modem

To create a Wi-Fi connection with the standard modem, you also need a router. Connect the router to your modem. If you'd prefer to go wireless, just call us at 1.800.888.1300 or visit [Midco.com/MyAccount](https://www.midco.com/MyAccount).

### Back of Modem



#### Cable

Connect a coax cable from the wall outlet to the cable connection on your modem. Make sure the connection is finger-tight.

#### Power

Plug the power cord into your modem, and then into an electrical outlet.

#### Ethernet

##### Wireless Modem Setup

Ethernet cable is not required for setup. See Wi-Fi set up.

##### Standard Modem Setup

No Router Setup: Connect the Ethernet cable from your modem's Ethernet connection to your device's Ethernet connection.

Router Setup: Connect the Ethernet cable from 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. If you have a wireless router, see Wi-Fi set up.

## Powering Up the Modem

Wait for the Power, DS (Downstream/Receive), US (Upstream/Send) and Online connection lights on the front of the modem to stop flashing and stay lit. This process may take up to 15 minutes as the modem connects to Midco's network.



Once the lights are solid, open your web browser and go to [Speedtest.Midco.net](https://www.speedtest.net) to test your internet connection. If that doesn't work, one of our customer service representatives are ready to help you. Give us a call at 1.800.888.1300.

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

1. Unplug the modem power cord from the back of the modem or the electrical outlet.
2. Wait 15 seconds. Plug the modem power cord back into the outlet or back of the modem. Wait for the Power, DS, US and Online lights on the front of the modem to stop flashing and remain lit.
3. Restart your computer and/or wireless devices.
4. Follow Wi-Fi setup instructions to make sure you are connected to your new wireless modem.