

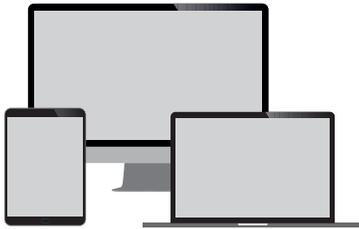
# Wired Modem Self-Install Guide



## Let's get started

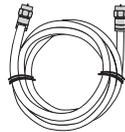
### You'll need:

a device to connect to the Internet



### WOW!® will provide:

coax cable, ethernet cable, modem, modem power cord and install guide



Coax Cable



Ethernet Cable



Modem

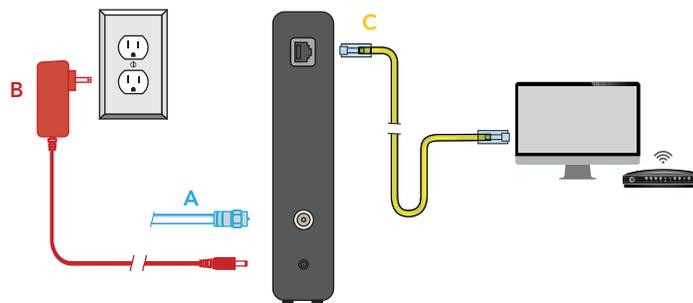


Modem Power Cord



Install Guide

## Step 1. Connect your modem



### Tips and troubleshooting before getting started:

- Make sure your outlet is not controlled by an on/off switch.
- For additional tips, FAQs and how-to videos visit: [wowway.com/support/internet](http://wowway.com/support/internet)

Prefer that we walk you through the process? Our how-to video has easy, step-by-step instructions. Using a device that already has access to the Internet (such as your cell phone), visit: [youtube.com/WOWInternetCablePhone](https://youtube.com/WOWInternetCablePhone) and watch the **How To Install Your WOW! Internet** video.

- Connect one end of the **coax cable** into an available cable outlet in your home and the other end into the modem. If you are disconnecting and replacing an existing Internet device, connect your new WOW! device using the same outlet. Your cable outlet may be on the wall or coming from the floor. Hand tighten the connections.
- Plug the **power cord** into the modem and into a power outlet to allow the modem to power up and begin booting.
- Use the Ethernet cable provided and plug it into one of the open Ethernet ports on your modem. Plug the other end into the Ethernet port of your computer.
- Allow the modem to boot fully and connect to the network. When all lights on the modem are solid and no longer flashing, your modem is connected.

 **Helpful Hint:** If the lights on your modem are not solid after 10 minutes, your cable outlet might not be working. If so, try another cable outlet in your home.

## Step 2. Activate your service

To activate your service, you will need the last 4 digits of your account number. You can find the last 4 digits of your account number in your welcome email, on the door tag left at delivery, or on the sticker on the outside of your kit packaging.

- A. With the device that is directly connected to the modem via Ethernet cable, open a web browser on that device and go to [wowway.com/selfinstall](http://wowway.com/selfinstall) where you will be guided through the steps to activate your modem and set up your account. You must come to this modem activation site with the device directly connected to the modem in order for that site to detect which modem you are activating.
- B. Once you have followed the steps on the modem activation site, you should see your modem start to reboot within a few seconds, though in some cases this process could take up to 5 minutes. If your modem does not reboot within the 5 minutes, please manually remove power for 30 seconds, and then plug the power back into your modem.
- C. When all lights on the modem are solid and no longer flashing, your modem has been successfully activated. Using the device that is still connected directly to the modem via Ethernet cable, log in to [login.wowway.com](http://login.wowway.com) to register for the online account portal and check the quality of your Internet connection on the Equipment page to verify that the outlet your modem is connected to is providing a good connection.
- D. Once your connection passes, your modem is now activated on a good working outlet. If you also ordered our Whole Home WiFi service or have a personal wireless router, you may now proceed with following those instructions to set up your wireless network.

### The best TV experience, powered by WOW! Internet

Streaming TV gives you instant access to all your favorite Live channels and OnDemand video at a low price. All you need is the power of your existing WOW! Internet and a subscription from one of our streaming partners to enjoy the same programming you love, plus no contracts or extra TV equipment fees. To get started with Streaming TV visit [wowway.com/tv](http://wowway.com/tv), use our partner links to create an account, set up billing, and start streaming.



**Agreement to Terms and Policies.** The WOW! Internet service that you have subscribed to is subject to terms and conditions and use policies, which you must accept in order to use the service. Before using the service, you should carefully review WOW!'s acceptable use, network management, copyright and other policies adopted by WOW!, as well as the terms and conditions of subscription (the "Terms"). The Terms are available for your review online by simply clicking on the Terms & Conditions section of the WOW! website located at [wowway.com](http://wowway.com). By establishing an account, installing, activating or using the service, or otherwise indicating your agreement to the Terms or intention to use the service, you agree to be bound by the Terms (including any amended, revised or restated terms) and to use the service in compliance with the Terms, including any acceptable use, network management or other policy established by WOW!. If you provide us with a phone number or email address, you agree that we may call, text or email you, which might include autodialed calls and texts, and/or pre-recorded or artificial voice messages.

**Self-Installation of Services.** For some services and in some market areas, WOW! may allow (or require) self-installation and activation of WOW! equipment to be used in connection with WOW! services. If customer agrees to self-install WOW! equipment, Customer further agrees that: (A) Customer will adhere to the self-installation requirements specified by WOW!, which will be provided to Customer, at WOW!'s discretion: (i) as written instructions included as part of the self-installation kit provided to Customer; and/or (ii) within an email communication by WOW! to Customer. In this connection, Customer agrees that WOW! may require that it provide to WOW! a valid email address (to receive communications from WOW!, including the self-installation instructions) and/or provide a telephone number so that a WOW! technician may assist in the installation process; and/or (iii) on WOW!'s website; and (B) it will be responsible for any damages (to WOW! equipment, customer equipment or otherwise) that may result from Customer's failure to adhere to the self-installation instructions; and (C) Customer's use of WOW! equipment and services is subject to WOW!'s terms of subscription, and acceptable use, network management and other policies that WOW! has implemented in connection with the services; and (D) installation fees may apply.