

# Wireless Modem Self-Install Guide



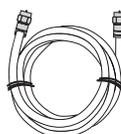
## Let's get started

**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

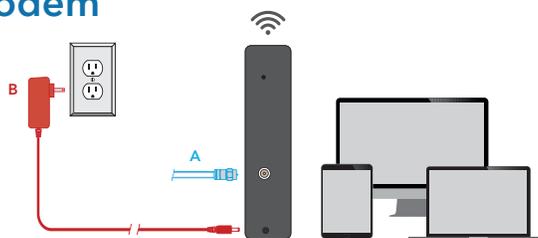


Modem Power Cord



Install Guide

## Step 1. Connect your modem



### Tips and troubleshooting before getting started:

- Be sure to position your modem away from large pieces of furniture. This will prevent the signal from being blocked and ensure a strong connection for your devices.
- Make sure your outlet is not controlled by an on/off switch.
- For additional tips, FAQs 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.
- 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. **Optional:** If you do not have a WiFi-capable device, or if you prefer an Ethernet connection, 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 and proceed to Step 3 to activate your service.

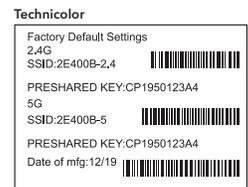
 **Helpful Hint:** If the lights on your modem are not solid after 10 minutes, your cable outlet might not be working. If so, try another cable outlet in your home.

## Step 2. Accessing your default WiFi network

Locate the sticker on your modem that matches one of the examples to the right. You will need these details to connect to the modem wirelessly.

- Locate the default Network Name (SSID) and Password (Pre-Shared Key) on a label on the side or bottom panel of your modem.
- Look for the default Network Name (SSID) in your WiFi settings and connect your device using the default Password (Pre-Shared Key).
- If desired, you will be able to customize your Network Name (SSID) and Password (Pre-Shared Key) later in step 4. For now, proceed using these default settings.

 If you have a smartphone, tablet, laptop, or another connected device please refer to the manufacturer's information on connecting to WiFi. If you are using one of these devices to activate your service you must be connected to WiFi and not connected to cellular data. *If you are using one of these devices to activate your service you must be connected to WiFi and not connected to cellular data.*



## Step 3. 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.

- With the device connected to the modem via WiFi or ethernet open a web browser 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.  
**Note:** If you are using a cell phone browser for this step, disable your cellular data on your phone during this process to ensure you are coming to this activation site through the modem you are activating. *If you come to this activation site from your cellular data instead of the modem's connection to the Internet, we will not be able to detect the modem to activate it.*
- Upon submission of the form, 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.
- When all lights on the modem are solid and no longer flashing, your modem has been successfully activated. Log in to **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.
- Once your connection passes, you're all set. Your WOW! Internet is ready to go.

## Step 4. Customize your Network Name and Password (optional)

In your browser, type 192.168.0.1 – this is the device administration page address.

**If the model number on the front of your wireless modem is an Arris DG2470, DG3270, or TG2472:**

- Log in using the **Username: admin** and the **Password: password** (case-sensitive).
- Edit the default Wireless Network Name (SSID) and Password (Pre-Shared Key) assigned to your modem as desired. Do this for both the 2.4GHz and 5GHz networks. Click the **Apply** button when finished.

**If the wireless modem is shaped like a tall triangle and has the model number Arris Model DG3450 or TG3452 on the bottom of the unit:**

- Log in with the Username of **admin** and the Password being the PreShared Key printed on the label located on the bottom or side of the modem panel.
- On the left side menu, select the Wi-Fi tab and click on **Networks**. The 2.4GHz and 5GHz Home Wi-Fi Networks will be listed here.
- Next to the 2.4 GHz network, click the **Edit** button to the right. In there, you may change the Network Name (SSID) and Network Password. After making these changes, enter the correct CAPTCHA at the bottom of the screen and then click the **Save** button.
- Repeat step C for the 5GHz network.

**If the wireless modem is a Technicolor unit:**

- Log in leaving the Username and Password blank.
- Go to the Wireless tab to edit the default Network Names for the 2.4GHz and 5GHz frequencies.
- Click the **Save** button in the bottom right corner to set your Network Names.
- To update your password on both frequencies, visit the Security tab under the Wireless section, type your desired password, and press the **Save** button to save your changes.

### 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.