Self-Install Guides





Choose the Self-Install Guide for your installation:

Wired Modem

Wireless Modem

Customer Owned Modem

Wired Modem
Self-Install Guide



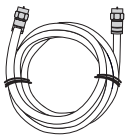


Let's get started

You'll need:
a device to connect to the Internet



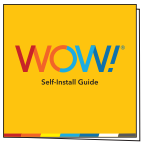
WOW!® will provide:
coax cable, ethernet cable, modem, modem power cord and install guide


Coax Cable


Ethernet Cable

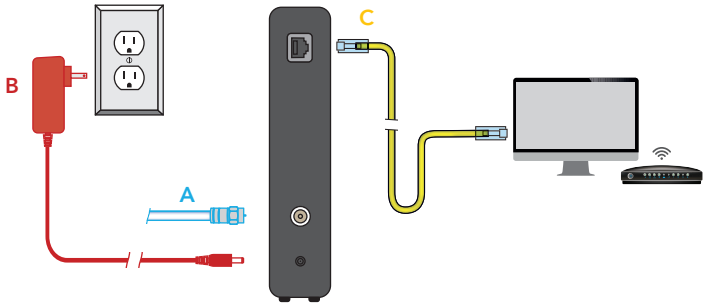

Modem


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**

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** and watch the **How To Install Your WOW! Internet** video.

A. 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.

B. Plug the **power cord** into the modem and into a power outlet to allow the modem to power up and begin booting.

C. 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.

D. 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** 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** 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.

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WOW!®
internet + tv + phone

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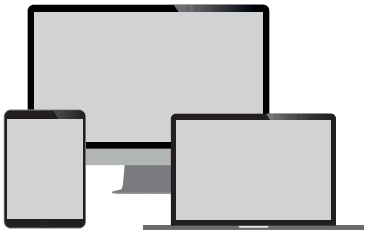
Wireless Modem
Self-Install Guide



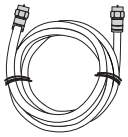


Let's get started

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

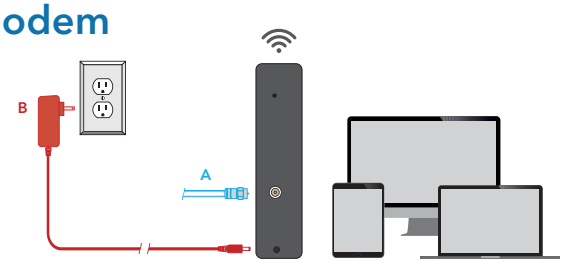


Modem Power Cord



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**

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** and watch the **How To Install Your WOW! Internet** video.

A. 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.

B. Plug the **power cord** into the modem and into a power outlet to allow the modem to power up and begin booting.

C. 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.

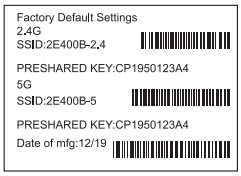
Step 2. Accessing your default WiFi network

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.

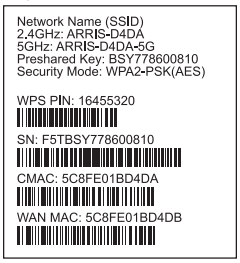
- Locate the default Network Name (SSID) and Password (Pre-Shared Key) on a label on the side or bottom panel of your modem.
- Look for the default Network Name (SSID) in your WiFi settings and connect your device using the default Password (Pre-Shared Key).
- If desired, you will be able to customize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

Technicolor



Arris



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.

A. With the device connected to the modem via WiFi or ethernet open a web browser and go to **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.*

B. 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.

C. 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.

D. 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:

A. Log in using the **Username: admin** and the **Password: password** (case-sensitive).
B. 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:

A. 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.
B. 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.
C. 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.
D. Repeat step C for the 5GHz network.

If the wireless modem is a Technicolor unit:

A. Log in leaving the Username and Password blank.
B. Go to the Wireless tab to edit the default Network Names for the 2.4GHz and 5GHz frequencies.
C. Click the **Save** button in the bottom right corner to set your Network Names.
D. 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.

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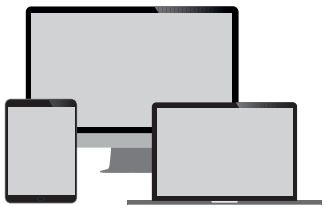
Customer Owned Modem
Self-Install Guide



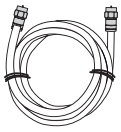


Let's get started

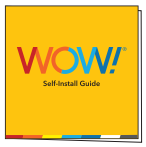
You'll need:
a device to connect to the Internet



WOW!® will provide:
coax cable and install guide



Coax Cable



Install Guide

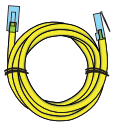
Customer will provide:
modem, modem power cord and ethernet cable



Modem

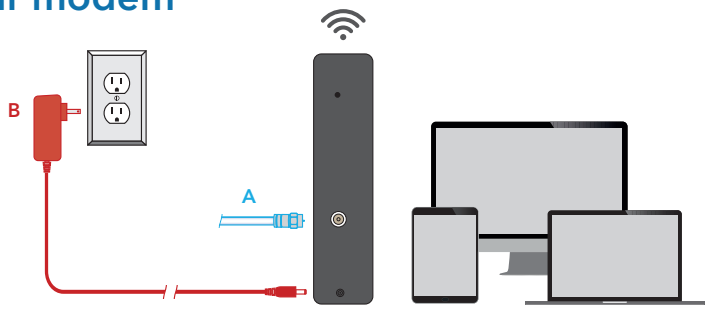


Modem Power Cord



Ethernet Cable

Step 1. Connect your modem



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B. Plug the **power cord** into the modem and into a power outlet to allow the modem to power up and begin booting.

C. 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.

D. Connect your device to the modem. This can be done by connecting to the wireless network using the information provided by your modem manufacturer's documentation or by an Ethernet cable.

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.

If you are using a modem that was previously used with another provider you may need to reset the firmware to be compatible with WOW!'s network. To perform a reset, power on your cable modem and press the reset button for 30 seconds using a straightened paper clip.

Step 2. Activate Your Service

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D. Once your connection passes, you're all set. Your WOW! Internet is ready to go.

Optional: To customize your network name and password, refer to your modem manufacturer's documentation.

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