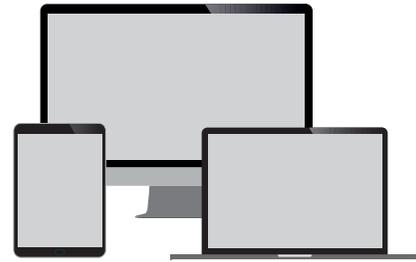
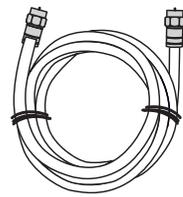


Let's get started

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



You'll need your existing equipment:
coax cable, ethernet cable, modem, and modem power cord



Coax Cable

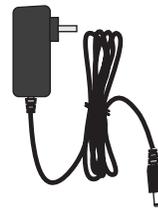


Ethernet Cable

Optional: for Wireless Modem
and Customer Owned Modem



Modem



Modem Power Cord

Tips and troubleshooting before getting started:

- Make sure your outlet is not controlled by an on/off switch.
- For additional tips, FAQs visit: wowway.com/support/internet

For Wireless Modem and Customer Owned Modem

- 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.

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.

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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.

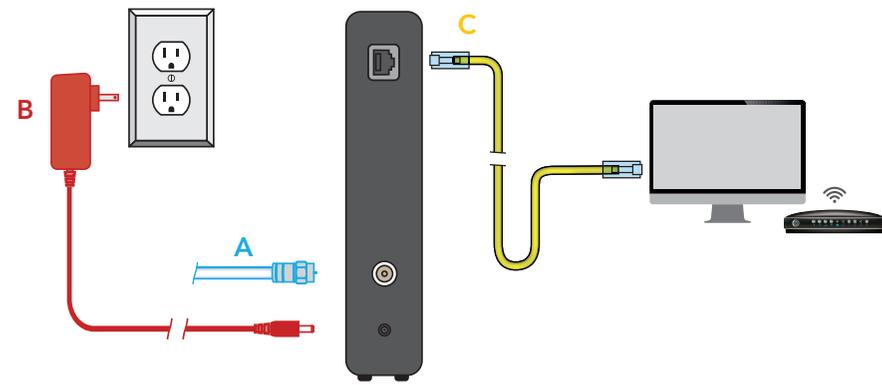
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WOW!

Self-Install Movers Guides

WOW! Wired Modem

Connect your modem

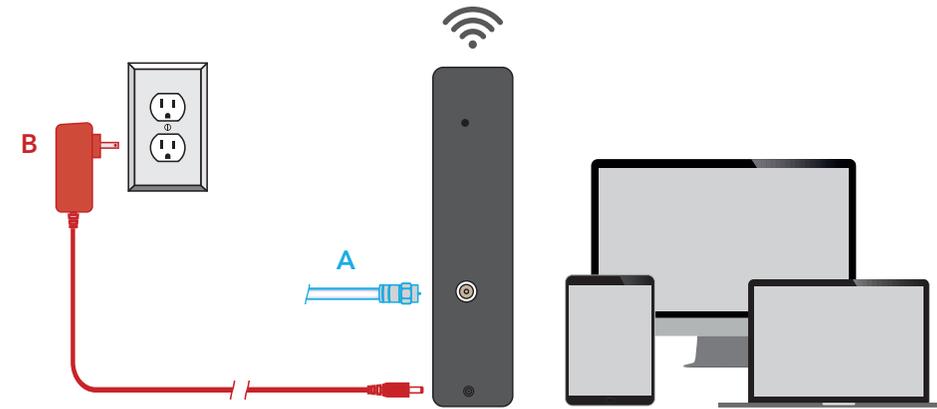


- Connect one end of the **coax cable** into an available cable outlet in your home and the other end into the modem. Your cable outlet may be on the wall or coming from the floor. Hand tighten the connections.
- Plug the **power cord** into the modem and into a power outlet to allow the modem to power up and begin booting.
- Use your Ethernet cable 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.
- If you brought your Whole Home WiFi device(s) or a personal wireless router, you may now proceed with following those instructions to set up your wireless network.

 **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.

WOW! Wireless Modem

Connect your modem

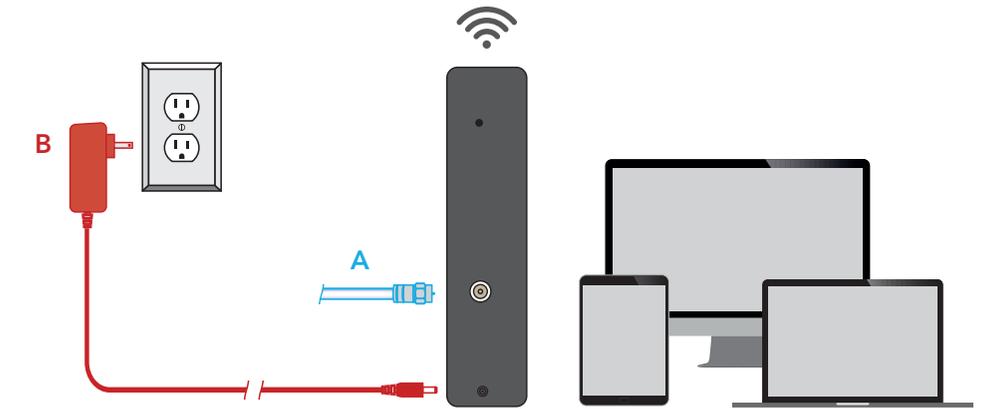


- Connect one end of the **coax cable** into an available cable outlet in your home and the other end into the modem. Your cable outlet may be on the wall or coming from the floor. Hand tighten the connections.
- Plug the **power cord** into the modem and into a power outlet to allow the modem to power 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 your Ethernet cable and plug it into one of the open Ethernet ports on your modem. Plug the other end into the Ethernet port of your computer.
- Your home WiFi Network should automatically reconnect. If you have any trouble reconnecting automatically, find your wireless network name and password you used at your previous home address.

 **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.

Customer Owned Modem

Connect your modem



- Connect one end of the **coax cable** into an available cable outlet in your home and the other end into the modem. 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.
- 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.

 If you have a smartphone, tablet, laptop, or another connected device please refer to the manufacturer's information on connecting to WiFi.

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.