WIRED MODEM WITH WHOLE-HOME WIFI

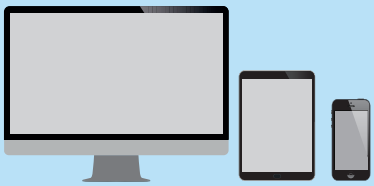
Self-Installation Guide

WOW! internet

Let's set up your internet first.

You'll need:

- Active WOW! Internet service
- A device to connect to the internet
- WOW! Wired Modem with Whole-Home WiFi Self-Installation Kit
- Mobile device with data connection
- Your Amazon ID and password, if you have one



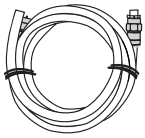
What's in Your WOW! Wired Modem Self-Installation Kit:



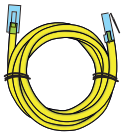
Modem



Modem power cord



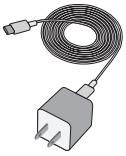
Coax cable



Ethernet cable



eero device(s)



eero power cord(s)

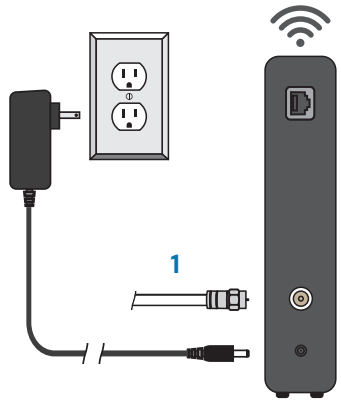
Set up your modem.

1. **Connect the coax cable.** Attach one end to a cable wall outlet and the other end to the modem. Hand-tighten both connections.

   Tip: If the connection is weak, try a different coax outlet in your home.

2. **Plug in the modem.** Connect the power cord to the modem and to a power outlet.

Your internet is now set up. Turn this page over to set up your Whole-Home WiFi.



Set up your whole-home WiFi.

The eero app guides you through setup, shows your connected devices, and helps troubleshoot your network.

Download the eero App.

1. On your mobile device, search for **eero** in the App Store or Google Play Store, or scan the QR code below.
2. **Log in** to the eero app with your Amazon account or eero account, or create a new login. If you create a new account, enter the verification code sent by SMS or email, then tap the arrow.

   Tip: Logging in with Amazon adds Amazon Frustration-Free Setup, Alexa Smart Home Hub, multi-factor authentication, and security alerts.
3. Tap **Get Started,** confirm you have the items listed in the app, then tap **Start.**
4. Unplug the modem power cord from the outlet, then tap the arrow.
5. Connect the eero to the modem with the included Ethernet cable, then tap the arrow.
6. Plug the eero into a power outlet, plug the modem back in, then tap the arrow.
7. When the app recognizes your eero, choose a location name for it.
8. Create a name and password for your WiFi network, then tap the arrow.
9. When the app confirms setup, tap the arrow.
10. Tap **Finish Setup,** or tap **Add** to connect more devices. You are ready to browse the internet.

GET IT ON Google Play

Download on the App Store

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Helpful tips.

- Plug the modem into an outlet that is not controlled by a wall switch.
- Disconnect any equipment from your previous internet provider before you start. It can cause conflicts.
- Replacing an existing WiFi network? Write down its name and password first. After your new WiFi is active, reuse them so your WiFi devices reconnect automatically.
- If the lights on your modem are not solid after 10 minutes, contact support (see below).
- Setting up more than one eero? Install all of them first, then run the firmware updates.

Contact support.

- For FAQs and troubleshooting tips, visit **www.wowway.com/help-center/internet.**
- To reach our team, call **1-866-496-9669** or chat at **wowway.com/chat.**

WOW! internet

wowway.com

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 WOW! Internet Service (which includes wired and wireless connection types delivered by WOW!), you should carefully review WOW!'s use, copyright, and other policies, as well as the other terms and conditions of subscription. The WOW! Internet Acceptable Use Policy and Copyright Policies, and Terms and Conditions of Subscription are available for your review online by clicking on the "Terms & Conditions" link at the bottom of 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 Equipment & 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 you have agreed to self-install equipment to be used in connection with WOW! services, you further agree that: (A) you will adhere to the self-installation requirements specified by WOW!, which will be provided to you, at WOW!'s discretion: (i) as written instructions included as part of the self-installation kit provided to Customer; and/or (ii) within an online, an email or other communication by WOW! to you. In this connection, you agree that WOW! may require that you 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) WOW! has no responsibility for the condition, operation, functioning, compatibility, repair, maintenance, or any other aspect of the equipment provided by you or others. You will be responsible for your customer-provided equipment and any damages (to WOW! equipment, customer equipment, or otherwise) that may be caused by you or otherwise result from your failure to adhere to the self-installation instructions; and (C) billing will begin when service is connected by WOW!, whether or not you have installed and activated the Service; and (D) your use of WOW! 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 (E) installation and/or activation fees may apply. If you are unable for any reason to successfully install your equipment, please contact us and we will assist you in your installation, which may require an additional installation charge.

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