

Wired Modem with Whole-Home WiFi Self-Installation Guide



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



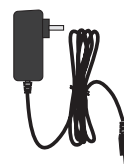
What's in your WOW! Wired Modem Self-Installation Kit:



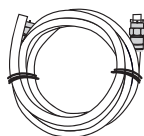
Self-Installation Guide



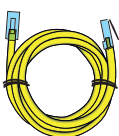
Modem



Modem Power Cord



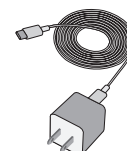
Coax Cable



Ethernet Cable



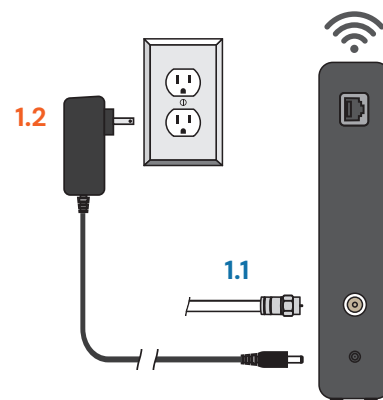
eero device(s)



eero power cord

Setup your Modem

- 1.1. Connect the Coax Cable:** Attach one end of the **Coax Cable** to a cable outlet and the other end to your modem. Ensure connections are hand-tightened.
Note: You may need to check multiple coax outlets in your home to find the one that provides the best connection.
- 1.2. Power Up the Modem:** Connect the **Modem Power Cord** to the modem and a power outlet.
- 1.3.** Now that your Internet is set up, turn this page over to set up your Whole-Home WiFi.



Next, Let's set up your Whole-Home WiFi

Access the eero App

The eero app is essential for setting up and managing your Internet. It provides easy step-by-step instructions to configure your network, check connected devices, and troubleshoot common issues associated with your network.

Download the eero App

2.1. On your mobile device, visit the App Store or Google Play, search for "eero," then download the app. You can also scan below to access the app store on your device.

2.2. Log-in with your Amazon account, eero account, or create a new login.

Note: Logging in with your Amazon account centralizes control of your connected home and gives you features like Amazon Frustration-Free Setup, Alexa Smart Home Hub, multi-factor authentication, and security alerts. If this is your first time creating a new account, enter in the verification code sent to you via SMS or email from Amazon, then tap the Blue arrow in the app.

2.3. Tap **Get Started**

2.4. Confirm you have the items listed in the app, then tap **Start**.

2.5. Next, unplug your modem from the power outlet, then tap the **Blue arrow** in the app.

2.6. Connect your eero to your modem using the Ethernet cable provided, and tap the **Blue arrow** in the app.

2.7. Plug your eero into a power outlet, then reconnect your modem power into a power outlet.

2.8. Tap the **Blue arrow** in the app.

2.9. Once your eero is recognized, choose a location name for your eero device.

2.10. Create a name and password for your WiFi network, then tap the **Blue arrow** in the app.

2.11. After you receive confirmation of successful setup, tap the **Blue arrow** in the app.

2.12. You are ready to browse the Internet and can either tap **Finish Setup**, or select **Add** to add any additional devices.



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Helpful tips

- Ensure your outlet isn't controlled by an on/off switch.
- If you're transitioning from an old WiFi network, write down your existing network name and password. Once you've activated your new WiFi modem, you can update your settings to ensure your previously connected devices automatically connect to the new WiFi network.
- If the lights on your modem are not solid after 10 minutes, please contact us using one of the options below.
- To ensure a smooth and uninterrupted Internet experience, please make sure to disconnect any devices from other Internet Service Providers from your network. This helps prevent potential conflicts and ensures optimal performance.

Support

- Visit www.wowway.com/help-center/internet for FAQs and troubleshooting tips.
- Call our team at **1-866-496-9669** or chat with us at [wowway.com/chat](http://www.wowway.com/chat)
- If you are setting up multiple eero devices, complete the installation of all eero devices first, then proceed with the firmware updates to ensure a smooth setup process.



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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