

NEW WHOLE-HOME WIFI SERVICE

Self-Installation Guide

Use this guide to set up and activate your new WOW! Whole-Home WiFi service.



If you are replacing an existing eero device, refer to the **Swap eero Device(s) Self-Installation Guide** included in this kit.

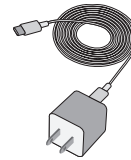
You'll need:

- Active WOW! Internet service
- Installed modem
- Mobile device with data connection
- Your Amazon ID and password, if you have one

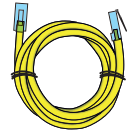
What's in your WOW! Whole-Home WiFi Self-Installation Kit:



eero device(s)



eero power cord



Ethernet Cable

Before you begin

If you are connecting your Whole-Home WiFi to an existing WiFi modem, we will need to perform a few extra steps to prevent conflicts between your new WiFi network and the network previously established on your modem. Chat with us at **wowway.com/chat** or call us at **866-469-9669** so that we can quickly assist you.

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

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



Google Play and the Google Play logo are trademarks of Google LLC. Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries and regions. App Store is a service mark of Apple Inc.

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 the verification code sent to you via SMS or email from Amazon, then tap the blue arrow in the app.

3. Tap **Get Started** and follow the on-screen instructions in the eero app to complete your activation.

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 you need to add additional eero device(s) to your Whole-Home WiFi network, refer to the **Add an eero Device Self-Installation Guide** included in this kit.
- 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.

Troubleshooting

- If the eero app cannot find your new device, make sure **Bluetooth is enabled** on your mobile device and that the new eero is **powered on**.
- If the eero's LED does not become **solid white** within 10 minutes, restart both the modem and the eero, then check the eero app again.
- Verify that all power and Ethernet cables are securely connected before retrying the setup process.

Support

- Visit www.wowway.com/help-center/internet for FAQs and troubleshooting tips.
- Call our team at **866-496-9669** or chat with us at wowway.com/chat.

**Refer
your friends
to WOW!**

wowway.com/referafriend

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.

©2026 WideOpenWest Finance, LLC.

WOWMN00005