



# WiFi Modem Self-Installation Guide



## Let's get started

### You'll need:

- Active WOW! Internet service
- A device to connect to the Internet
- WOW! WiFi Modem Self-Installation Kit



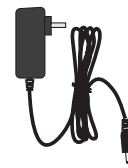
### What's in your WOW! WiFi Modem Self-Installation Kit:



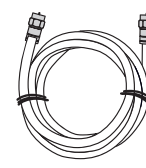
Self-Installation Guide



WiFi Modem



Modem Power Cord



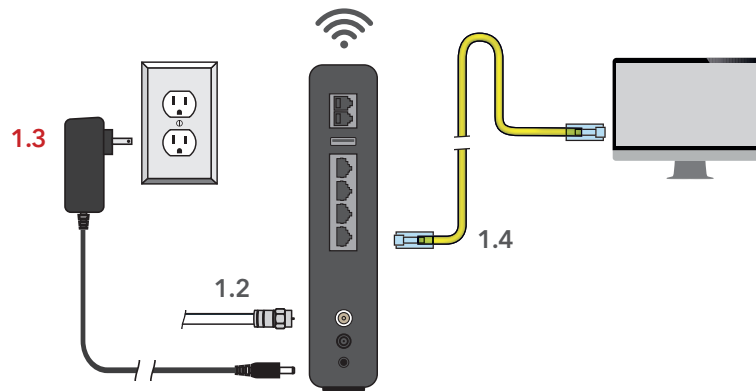
Coax Cable



Prepaid Return Shipping Label

## Before You Begin

Before transitioning to your new WiFi modem, 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.



## Set up Your New Modem

- 1.1 Disconnect the Modem Power Cord from your old modem and power outlet. Be sure to set your power cord aside as it will need to be returned.
- 1.2 Disconnect the cables from your old modem, and reconnect them (coax cable, phone lines, Ethernet cable) to the same ports on the new modem. Ensure all connections are hand-tightened.
- 1.3 Connect the **Modem Power Cord** between the new modem and a power outlet. Then, wait for the modem to start up.
- 1.4 Allow the new modem to fully boot and connect to the network. The modem is connected when all lights are solid.
- 1.5 To locate WiFi Network Details, locate the default Network Name (SSID) and Password (Pre-Shared Key or Wi-Fi Password) on your modem's label, which can be found either on the back or at the bottom of the modem.
- 1.6 To connect to WiFi, look for the default Network Name (SSID) in your device's WiFi settings, select it, then connect using the default Password (Pre-Shared Key or Wi-Fi Password).

## Activate Your New Modem

For this step, you'll need the last 6 digits of your WOW! account number and a device connected to your modem.

- 2.1 Navigate to [wowway.com/selfinstall](http://wowway.com/selfinstall).
  - A. Click the **Activate Service** button.
  - B. Fill in the online form with the last six digits of your WOW! account number, your last name, and your service zip code. Accept the terms and conditions and click **Submit**.
- 2.2 After submitting the form, a message will display indicating your account is being verified.
- 2.3 Once your account is verified, a message will display indicating that your services are being activated.
- 2.4 Next, a message confirming a successful connection will appear and your modem will then reboot automatically. Wait until all the lights on the modem are solid and no longer flashing before attempting to access the Internet.

## Return Your Prior WOW! Modem

- 3.1 Place your prior WOW! modem and power cord into the box that your new WiFi modem arrived in and tape the box shut securely.
- 3.2 Attach the prepaid return shipping label to the box.
- 3.3 Return the box to an authorized FedEx shipping center or a secure WOW! dropbox.
  - A. To locate a FedEx shipping center nearest you, visit [local.fedex.com](http://local.fedex.com).
  - B. To find the nearest WOW! dropbox, visit [wowway.com/help-center/payment-equipment-return](http://wowway.com/help-center/payment-equipment-return).

**Important:** You must return your old modem and power cord within 10 days of receiving your new modem to avoid unreturned equipment charges.

## Optional: Customize your Network Name and Password

While connected to your WiFi modem, open a web browser and type 192.168.0.1 (this is the device administration page web address).

### Arris Models DG2470, DG2470A, DG3270, DG3270A, TG2472, TG2472G:

- A. Log in with Username: **admin** and the Password: **password** (these fields are 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. Select **Apply** to finish.

### Arris Models DG3450 or TG3452:

- A. Log in with Username: **admin** and the Password equal to the Pre-Shared Key.
- B. On the left side menu, select the **Wi-Fi** tab and then **Networks**. The 2.4GHz and 5GHz Home Wi-Fi Networks will be listed here.
- C. Beside the 2.4 GHz network, select **Edit** on the right. Then, change the Network Name (SSID) and Network Password. Enter the correct CAPTCHA at the bottom of the screen and select **Save** to finish.
- D. Repeat step C for the 5GHz network.

### Technicolor Models CGA4234DGW or CGA4234VGW:

- A. Log in leaving the Username and Password blank.
- B. In the **Wireless** tab, edit the default Network Names for the 2.4GHz and 5GHz frequencies. Select **Save** in the bottom right corner to set your Network Names.
- C. In the **Security** tab and its **Wireless** section, update your password for both frequencies. Enter your desired password and select **Save** to finish.

### Sercomm Model DG-4244:

- A. On your modem's label Locate the Username and Password.
- B. Log in using the Username and Password.
- C. Select **Escape** to cancel out of the notification that you are using the default password.
- D. Select **Gateway > Connections > Wi-Fi** from the left-hand menu to edit the Network Name and Password.
- E. In the Wi-Fi screen, select **Edit** next to the Private Wi-Fi network you'd like to edit. Update the Network Name (SSID) and Password (PreShared Key) as needed. Select **Save Settings** to finish.

## Helpful Tips

- Ensure your outlet isn't controlled by an on/off switch.
- Your WOW! account number can be found on your most recent statement, or in the top right-hand corner of your WOW! Online Account Manager homepage at [login.wowway.com](http://login.wowway.com).
- Be sure to position your modem away from large pieces of furniture to prevent your signal from being blocked and ensure the strongest connection.
- If the modem doesn't reboot automatically, unplug it from the power source for 30 seconds and then plug it back in. This should trigger an automatic reboot.
- 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](http://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://wowway.com/chat)



**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](http://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.

