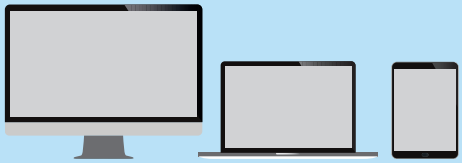
WIFI MODEM

# Self-Installation Guide

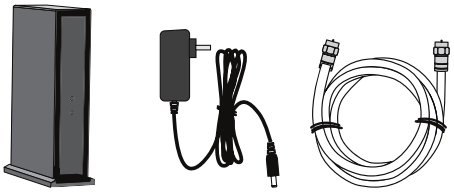
WOW! internet

## Let's get started.

**You'll need:**
- Active WOW! Internet service
- A device to connect to the internet



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



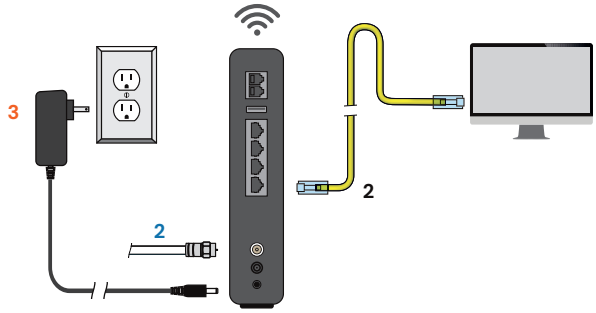
WiFi modem | Modem power cord | Coax cable

## Before you begin.

Before transitioning to your new WiFi modem, write down your existing network name and password. Once your new WiFi modem is set up, you can update your settings to ensure your previously connected devices automatically connect to the new WiFi network.

## Set up your new modem.

1. Disconnect the power cord from your old modem and power outlet. If you're replacing a WOW! modem, set the cord aside, as it will need to be returned.
2. Disconnect the coax, phone, and Ethernet cables from your old modem, then reconnect them to the same ports on your new modem. Make sure the coax connection is hand-tightened.
3. Connect the **Modem power cord** that came with the device to your modem and into a power outlet.
4. Wait for all lights to turn solid. This means your modem is connected and ready for use.




5. Connect a device to your modem's default WiFi network. Find the network name (SSID) and password (Pre-Shared Key or WiFi Password) on the label on the back or bottom of your WiFi modem. Then select that network in your device's WiFi settings and enter the password.
   **New customers:** Your modem is already activated. You can connect your home WiFi devices to the default network name (SSID) and password now, or skip to the "Optional" on the back to learn how to access the device administration page and update them.
   **Existing customers:** Continue to the next section to complete your activation.

## Activate your new modem (existing customers only).

**Before you start** replacing your current WOW! modem, you'll need the last 6 digits of your WOW! account number and a device connected to the new modem to activate it.

1. On the device you just connected, go to **wowway.com/selfinstall** and click **Activate Service.**
2. Enter the last six digits of your account number, your last name, and your service zip code. Accept the terms and conditions and click **Submit.**
3. Wait for confirmation. You'll see on-screen messages as your account is verified, and your service is activated.
4. Once activation is confirmed, the modem will reboot automatically. Wait until all lights are solid before attempting to access the internet. If it doesn't reboot on its own, unplug it for 30 seconds, then plug it back in.

## Return your prior WOW! modem (existing customers only).

Check your primary email for a message from WOW! or visit **login.wowway.com/equipment-hub** to see if the modem you are no longer using needs to be returned or recycled, along with next steps to return or recycle the modem.

**Important: If required, 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.

On the device connected to your WOW! network, open a browser, enter **192.168.0.1** in the address bar, and press enter to go to the modem's web page.

| Your modem | Step 1: Log in | Step 2: Change your network name and password |
|---|---|---|
| **Arris** Models DG6450 or DG3450 | Log in with admin for the Username and the Password on the label for the Password. | • Click the current network name next to the 2.4GHz SSID field, enter the new WiFi network name and password in the appropriate fields.<br>• Enter the CAPTCHA phrase in the appropriate field and click SAVE.<br>• Click the Gateway option then repeat the previous step for the 5GHz network. |
| **Arris** Model TG3452 | Log in with admin for the Username and the Pre-Shared Key on the label for the Password. | • Enter your new admin password in the New Password and Re-enter New Password fields.<br>• Enter the CAPTCHA code in the field below the code then click NEXT STEP.<br>• Enter the new network name and password for both the 2.4GHz and 5GHz networks in the appropriate fields then click NEXT STEP.<br>• Click FINISH with the Time Zone Selection left on Automatic, then click OK to finish the update. |
| **Technicolor** Models CGA4234DGW or CGA4234VGW | Log in leaving the Username and Password blank. | • In the Wireless tab, enter the new Network Name in the 2.4GHz and 5GHz sections then click Save in the bottom right corner to update the network names.<br>• In the Security tab, enter your new Network Password in the 2.4GHz and 5GHz sections then click Save in the bottom right corner to update the network passwords. |
| **Sercomm** Model DG-4244 | Log in with admin for the Username and the Password on the label for the Password. | • Click OK to close the alert message.<br>• Click SKIP to bypass setting up an admin password.<br>• Enter your new network name in the WiFi Network Name (5GHz) field, set the Encryption Method (5GHz) field to WPA2 - PSK (AES) (Recommended), enter your new network password in the Network Password (5GHz) field, and click the FINISH to proceed.<br>• Click OK to complete the update. |
| **Sagemcom** Model F@st3896 | Log in with admin for the Username and the Password on the label for the Password. | • Click the gear icon next to the WiFi 2.4 GHz section.<br>• Enter your new network name in the SSID field in both the 2.4 GHz and 5 GHz sections.<br>• Enter your new network password in the Password and Confirm Password fields in both the 2.4 GHz and 5 GHz sections.<br>• Click Apply to update your network settings. |

## ☞ Helpful tips.

- Ensure your power 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**.
- Be sure to position your modem in a central location in your home, away from large pieces of furniture to prevent your signal from being blocked and to ensure the strongest connection.
- 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.

## Contact 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.**

**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, 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.

**Refer your friends to WOW!**

**wowway.com/referafriend**