

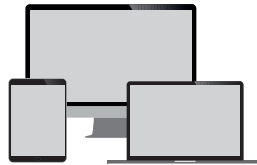
Wired Modem Self-Installation Guide



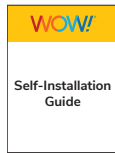
Let's get started

You'll need:

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



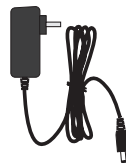
What's in your WOW! Wired Modem Self-Installation Kit:



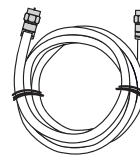
Self-Installation
Guide



Modem



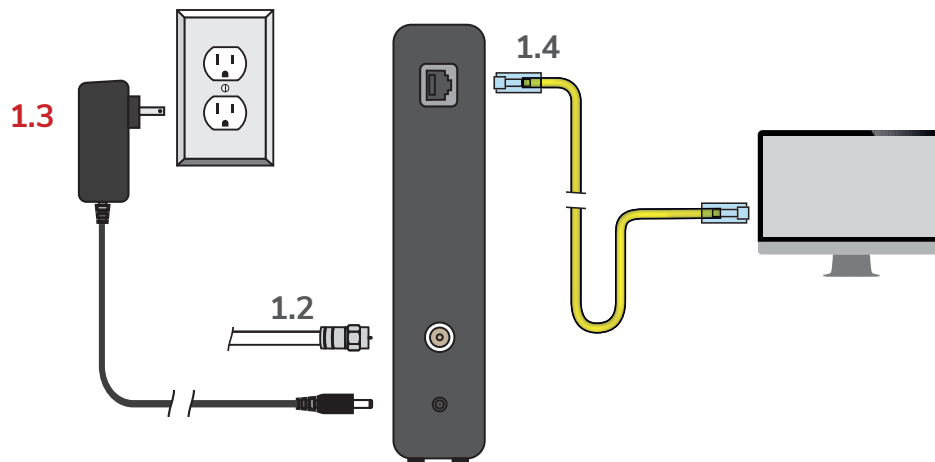
Modem
Power Cord



Coax Cable



Prepaid Return
Shipping Label



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 and 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** Connect one end of the Ethernet Cable into an Ethernet port on the modem and the other end into your computer or your Wi-Fi router.

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.
 - 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 Carefully package your WOW! modem and power cord in a box, then select an option below for return:

FedEx Ship Center or Walgreens

- You should have received an email with a prepaid FedEx shipping label QR code. You can also log in to your WOW! Online Account Manager at login.wowway.com to download your FedEx QR code under the **Equipment** tab.
- Present your FedEx QR code at your local FedEx Ship Center or Walgreens. Be sure to get a receipt with your tracking details from the associate.

Equipment Dropbox Near You

If you prefer to drop your equipment off at a local equipment dropbox, visit wowway.com/help-center/payment-equipment-return to find the equipment dropbox nearest to you.

Track your equipment return

Log-in to your WOW! Online Account Manager at login.wowway.com and navigate to the Equipment Return Hub to view your equipment return details and track your shipment.

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

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.
- 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 for FAQs and troubleshooting tips.
- Call our team at **1-866-496-9669** or chat with us at wowway.com/chat.



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, 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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