

Let's get started

You're only a few steps away from endless entertainment!

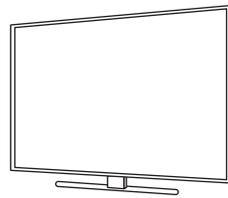
Prefer that we walk you through it? Our How to Set Up Your WOW! tv+ video shows you how easy it is. Just go to [youtube.com/WOWInternetCablePhone](https://www.youtube.com/WOWInternetCablePhone) and click on the **How to Set Up Your WOW! tv+** video.

Before you install WOW! tv+, be sure that you have successfully installed your WOW! Modem and wireless network first.

If you need support, we're always here to help.
Just give us a call at **1-866-496-9669**.

You'll need:

a TV with an HDMI input for each WOW! tv+ box



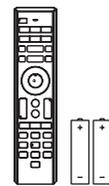
Your WOW! Self-Install Kit will include:

WOW! tv+ box, remote control, power adapter, HDMI cable, and install guide

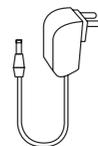
Each WOW! tv+ box will be in its own box left at your door.



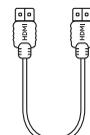
WOW! tv+ box



Remote Control



Power Adapter



HDMI Cable



Install Guide



wowway.com

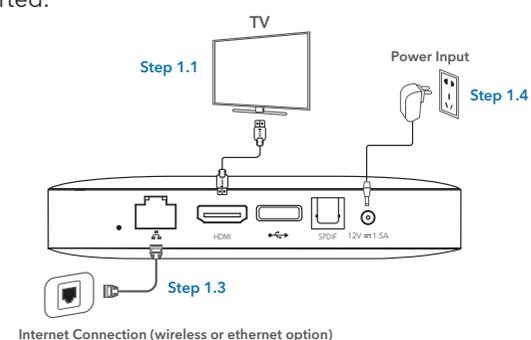
Agreement to Terms and Policies. The WOW! Internet service that you have subscribed to is subject to terms and conditions and use policies, which you must accept in order to use the service. Before using the service, you should carefully review WOW!'s acceptable use, network management, copyright and other policies adopted by WOW!, as well as the terms and conditions of subscription (the "Terms"). The Terms are available for your review online by simply clicking on the Terms & Conditions section of the WOW! website located at 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 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 customer agrees to self-install WOW! equipment, Customer further agrees that: (A) Customer will adhere to the self-installation requirements specified by WOW!, which will be provided to Customer, at WOW!'s discretion: (i) as written instructions included as part of the self-installation kit provided to Customer; and/or (ii) within an email communication by WOW! to Customer. In this connection, Customer agrees that WOW! may require that it 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) it will be responsible for any damages (to WOW! equipment, customer equipment or otherwise) that may result from Customer's failure to adhere to the self-installation instructions; and (C) Customer's use of WOW! equipment and 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 (D) installation fees may apply.

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Step 1. Connect and start up your WOW! tv+ box

First, you'll need to connect your WOW! tv+ box. Be sure you are connected to Internet before getting started.



1.1. Connect your TV

Connect the HDMI cable to the back of your WOW! tv+ box, then connect the other end to the HDMI port of your TV.

- If you do not have a TV with an HDMI port, you will need to use an HDMI adapter to connect your TV to the WOW! tv+ box. HDMI adapters can be purchased at most major retailers.
- Note which HDMI port you connected to on your TV. Typically, each HDMI port is numbered.

1.2. Check your TV input

Once your HDMI cable is connected, be sure that your TV is set to the correct input by using the Input or Source button on your TV's remote.

1.3. Ethernet connection (Optional)

If connecting the box using an ethernet cable, complete this step. If connecting using WiFi, proceed to step 1.4.

- To connect using an ethernet cable, simply connect one end of the ethernet cable to the ethernet (LAN, RJ45) port of the modem, and the other end of the ethernet cable to the router port of your home network.

1.4. Connect to power

Insert the power adapter into the wall outlet first, then connect the power adapter to the WOW! tv+ box. Once the power is on, the WOW! tv+ box will turn on automatically.

- Make sure your outlet is not controlled by an on/off switch.

1.5. WOW! tv+ startup screen

Next, turn on your TV and you will see the WOW! tv+ startup screen.

- If you don't see the startup screen, double check that your TV is on the correct input/HDMI port number that you used to connect the box.

Step 2. Follow the onscreen instructions to connect your WOW! tv+ box

Allow the WOW! tv+ box up to 5 minutes to update and load, then follow the onscreen prompts to continue setup.

2.1. Connect your WOW! tv+ remote to the tv+ box

You will be prompted to connect your WOW! tv+ remote via Bluetooth, which is the recommended setup for full remote functionality, including voice control.

Tip: If you choose to set this up later, you can do so within the **Remotes and Accessories** section of the WOW! tv+ settings by selecting **Add Accessory**, and then holding down the **OK** and **Home** buttons on the remote until your remote LED starts flashing.

2.2. Pair your WOW! tv+ remote with your TV

Follow the onscreen prompts. This may take a few seconds.

2.3. Maximize your screen area

You may be prompted to increase or decrease your screen sizing for the best viewing experience.

2.4. Connect your WOW! tv+ box to WiFi

- If you connected your box using an ethernet cable during step 1.3, you will see a confirmation on the screen that says, "**You're connecting using Ethernet.**" Select **Continue**.
- If connecting your box using WiFi, search for and connect to your network and enter your WiFi password to connect your WOW! tv+ box to WiFi.

2.5. Google Terms of Service

Using the WOW! tv+ box requires that you acknowledge the Google Terms of Service. This is due to the fact that the WOW! tv+ box is integrated with Google. You have the opportunity and are encouraged to review the Google Terms of Service, Privacy Policy and Google Play Terms of Service. Proceed through the additional Google screens answering your preference on Google Location and Helping to Improve the Android experience.

2.6. Software Update

Allow the WOW! tv+ box to complete software updates for up to 2 minutes. Once complete, you will see streaming video and can start enjoying endless entertainment!

- If you see a screen that says **Activate your WOW! Access**, follow these additional steps:
 - Press the power button on the side of the WOW! tv+ box 1 time (do not hold down).
 - The LED light color on the front of the box will change from white to blue, indicating standby mode.

Step 2. (continued)

– Leave the box in standby mode for 5 minutes, then power on your WOW! tv+ box by pressing the power button again.

- If your WOW! tv+ box does not start streaming video after step 2.6, give us a call at 1-866-496-9669 for support.

2.7. Connect a Streaming Device

Follow these steps to connect your streaming device to your WOW! tv+ box:

- Plug your streaming device into your TV
- Navigate to the Google Play Store
- Download the WOW! tv+ app on your streaming device
- When you see the WOW! activation screen displayed, go to activate.wowway.com and enter the code on the screen or scan the QR code on the screen to activate and set up your device.

Tip: If you haven't already registered your account, you can do so at login.wowway.com, then select **Haven't registered? Click here**

Congratulations, you have successfully set up your WOW! tv+ box!

Follow these steps for each WOW! tv+ box.

Support

YouTube Support Videos

For WOW! tv+ support videos, visit youtube.com/WOWInternetCablePhone

Frequently Asked Questions

For additional tips and answers to common questions, visit wowway.com/support/tv

WOW! tv + App

You can experience the WOW! tv+ content you know and love outside of your home with our WOW! tv+ app. Simply download the WOW! app to your Amazon Fire TV Stick or iOS / Android phone or tablet, and stream away with no added fees.

Online Account Manager

Online Account Manager lets you view and pay your bill, sign up for AutoPay, enroll in Paperless Billing, and more. To get started go to login.wowway.com - it'll take less than five minutes.

We hope you don't need us, but we're here if you do!

Just give us a call at 1-866-496-9669 or chat with us at wowway.com/chat