

Modem **Self-Install** Guide

Use this guide for easy steps to get online.

Prefer to follow along on your mobile device?

Go to **Midco.com/Setup**.



Hitron CODA-45 Wired Modem

Required to Start:

- Modem
 - Power cord
 - Coax cable
 - Ethernet cable
 - Your own computer or device to connect to the internet
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Optional to Start (if adding your own router):

- Your retail router
- A second Ethernet cable
- Your router's wireless network name (SSID) and network key/password (see your router's user manual)

It's Time to Self-Install



Plug In Your Modem

1. Find the best location for your modem. It's best to place it in a central spot in your home, off the floor and near an active cable outlet. (Some cable outlets in your home may not be active.)
2. Connect the coax cable from the wall outlet to the connection on your modem.
3. Plug your modem into a power outlet.

Make sure all connections are finger tight.

Check Modem Connection

Wait up to 15 minutes for the online, upstream, downstream and power lights (shown here) to stop flashing and remain solid.



Online **US** **DS** **Power**



Online light isn't on or still flashing after 15 minutes?

Here are a couple of quick things to check:

1. Make sure you're using the coax cable we shipped to you and that the connections are finger tight.
2. Confirm that the power light on your modem is on. If not, try a different power outlet.
3. If the Online light doesn't light up, or if the light is solid but it's still not connecting, reboot the modem. Unplug it from power, wait 30 seconds and plug it back in.

Still not working? Go to **page 5** for troubleshooting steps.

Connect Your Devices

Modem Only

1. Plug an Ethernet cable into port 1 on the modem and also into your device's Ethernet connection.
2. Open your web browser, and visit a public website such as Midco.com to test your connection. If everything works, you're all set with internet!

If you are unable to reach the internet, **call support at 1.800.888.1300 or text 64326.**

Modem & Optional Wireless Router

Some customers may use an optional third-party router with their Midco wired modem.

1. Plug an Ethernet cable into port 1 on the modem and also into your router, which connects your modem and router.
2. Plug a second Ethernet cable from the router to your device's Ethernet connection or connect your device to the router's Wi-Fi.

! Note: Midco provides one Ethernet cable. You'll need another of your own.

3. Follow your router's user guide, and contact the manufacturer if you have questions.
4. Open your web browser, and visit a public website such as Midco.com to test your connection. If everything works, you're all set with internet!

If you are unable to reach the internet, **call support at 1.800.888.1300 or text 64326.** If you have router issues, contact the router manufacturer.

Additional Resources

Check out [Midco.com/InternetSupport](https://www.midco.com/InternetSupport) for a variety of resources. Learn how to reboot your modem, how to avoid interference and more.

Return Old Modem

If we mailed you a new modem and you have an old one from Midco, it will remain active up to 14 days. If you leased it from us, be sure to return it. Just package it up in the box that came with your new modem. You can either use the enclosed, prepaid return label - or drop the box off at your local Midco Customer Experience Center.

Troubleshooting: Look at Modem Lights



Online light does not turn on.

STEP 1

Try a different cable wall outlet.

Not all cable outlets are active. The easiest thing to do is move your modem to another location and plug the coax into a different outlet.

STEP 2

Wait 10 minutes to see if it connects.

When the lights are solid, go to the Connect Your Devices steps in this guide.

If you've tried multiple outlets and still can't connect, **call support at 1.800.888.1300 or text 64326.**



Lights are blinking in unison.

STEP 1: MODEM UPDATE

Wait for your modem to update.

Like all hardware, your modem sometimes needs an update (even if it's new). This can take up to 60 minutes, so feel free to check back in a bit.

When the update is done, the lights will be solid.

If the lights are still blinking after 60 minutes, reboot your modem. Unplug it from power, wait 30 seconds and plug it back in. Then, give it up to 60 minutes for a complete reboot and update.

When the lights are solid, go to the Connect Your Devices steps in this guide.



Reset button

STEP 2 (IF YOU'RE STILL HAVING ISSUES)

Perform a factory reset.

If you've tried everything else and the lights are still blinking, then it's time to try a factory reset.

With your modem still powered on, press and hold the **Reset** button – found on the back of the modem – for 10 seconds. (You need a pen or paper clip to push it.) Lights will start to flash to show that it's starting the reconnection process.

When the lights are solid, go to the Connect Your Devices steps in this guide.

If this doesn't work, please **call support at 1.800.888.1300 or text 64326.**

Need help?

Setup Guide

Midco.com/Setup

Online Support

Midco.com/Support

Contact

Text: **64326**

Social & Chat Support: **Midco.com/Contact**

Phone: **1.800.888.1300**

