



MIDCO®

# The how to your happy.



Scan for online setup.  
[Midco.com/Setup](https://www.midco.com/Setup)

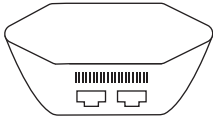
## **Self-Install Guide**

Fiber Optical Network Unit (ONU)  
Midco® Wi-Fi Pods

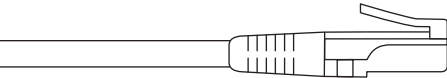
# Gather your materials.

## Kit Contents

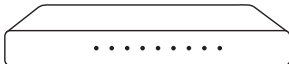
- A** Midco Wi-Fi Pod(s)



- B** One Ethernet Cable

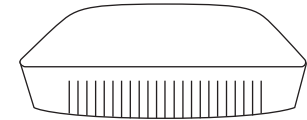


- C** Network Switch  
(Optional)



## Have at the Ready

- D** Current fiber optical network unit (ONU) and power cord.



- E** A smartphone with an active cellular data plan and a strong cellular signal.

- F** Midco My Account login credentials.

- G** Current Wi-Fi network name and password.  
Or you will be prompted to create a new one.

Don't have everything? Take another look around and reach out if you need us. Don't worry, we have real humans ready to help.

**[Midco.com/Contact](https://www.midco.com/Contact)**



# This is where it all starts.

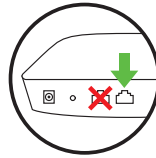
## Log in and prep your equipment.

If you've never logged into Midco My Account or created a password, go to **Midco.com/MyAccount** to reset your password and log in.

1. Log in at **Midco.com/MyAccount** using your **F** **Midco My Account login credentials** to let us know you're installing new equipment.
2. Follow the activation instructions on screen.
3. Leave your **D** **current fiber ONU** plugged in to your power outlet as is, but you can unplug it from other equipment.
4. To prevent performance issues, disconnect any non-ONU Wi-Fi equipment such as Wi-Fi extenders or routers.
  - This may take your Wi-Fi-powered devices offline.


## Install your **A** pod(s).

- Using your **B** Ethernet cable, connect your pod and **D** ONU.
  - Is there a globe icon next to one of your pod's Ethernet ports? Use that one. If you don't have a globe icon, use either port.
  - When connecting to your ONU, be sure to plug it into the 10G port on the back.
  - If you received the optional **C** network switch to connect more devices directly to Ethernet, connect it to the pod using the enclosed manufacturer instructions.
- Grab your **E** smartphone. Go to settings and ensure your Bluetooth is turned on.
- Go to the App Store or Google Play to download the Midco Wi-Fi app. Open the app.



- Tap **Sign in**, and log in using your **F** Midco My Account login credentials. Follow the app instructions to place and set up equipment.
  - The Midco Wi-Fi app refers to your ONU as a modem.
  - Keep your smartphone close to the pod, so the app can find it via Bluetooth.
  - Tapping the info icon next to each step provides detailed instructions.
  - Advanced setup is also available here, but not necessary for most users.
  - It's possible your pod will need to update before it connects. (This can take up to 10 minutes.)

Your pods use lights to communicate. See our **pod light legend** on page 7.

5. Once prompted on-screen, enter your  **Wi-Fi network name and password.**
  - Recommended: It's best to use your pre-existing Wi-Fi network name and password, so all devices will easily switch to the new Wi-Fi network.
  - Alternatively, you can set up a completely new Wi-Fi network name and/or password – just know you'll need to update those devices' Wi-Fi network credentials after install.
6. If applicable, set up remaining pod(s) in other rooms/floors at least 15-20 feet from the first pod.
  - Use the placement tips in the app, or go to **Midco.com/WiFiSupport** for help.
7. Once all pods are connected, tap **Done adding Pods**. Follow the prompts to select your app notification settings.
8. The app will prompt you to join the new Wi-Fi network. Tap **Join** to go to your settings to complete the Wi-Fi connection.
9. Continue through the remaining app setup, including naming pods for easier identification.
10. If you changed your Wi-Fi network name and password, manually connect additional devices to your new in-home Wi-Fi (including MidcoTV®, if applicable).
  - If you had MidcoTV hardwired to your modem or router via an Ethernet cable, it now needs to connect to either a pod, an Ethernet wall outlet or an Ethernet network switch.

## **Start enjoying Midco Wi-Fi!**

Over the next 24 hours, the network will learn and self-optimize – custom to your home.

# Useful tips and tricks.

## Wired Devices

Hardwired devices (such as a gaming console) can be connected directly via Ethernet to available pod ports. Or, if the optional network switch is connected to your pod, connect additional hardwired devices directly to the switch.

## Midco Wi-Fi Troubleshooting

If the app gets stuck during setup, follow these steps:

1. Close the Midco Wi-Fi app. Make sure that you close it in your recent apps rather than merely exiting the app.
2. Restart the Midco Wi-Fi app and begin setup again – using your Midco My Account to sign in.

If the “Still looking for internet connection to Midco pod...” screen pops up, it means that the Midco Wi-Fi app is not detecting an internet signal. Here are useful tips to try:

1. Double check your ONU’s connection and reboot your ONU by unplugging it from power for 30 seconds and plugging it back in.

2. Try to plug the pod into another outlet. The LED should turn on when plugging it in.
3. Be sure to turn on your device's Bluetooth in your device settings.

The notification will automatically disappear once there's a signal, and you can continue with your setup.

#### **Pod Light Legend**

- No light: Normal operation.
- Solid blue: Starting up.
- Pulsing green: Searching for a connection.
- Pulsing white: Searching for a cloud connection.
- Blinking green: Update in progress.
- Red light: Connection failure; needs replacement.

## **More Midco Wi-Fi**

There's a lot you can do with Midco Wi-Fi.

- Manage and control individual network users.
- Set up advanced parental controls - blocking access to specific content for users.
- Grant different types of network access for visiting guests.
- Activate advanced network security for enhanced protection.

See **[Midco.com/WiFiSupport](https://www.midco.com/WiFiSupport)** for more.



MIDCO®

# Service with a smile. Sometimes with a grin.

Visit [Midco.com/Support](https://www.midco.com/Support) for more help on all-things Midco.

Here for you 24/7.

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