



MIDCO®

# The how to your happy.



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

## Self-Install Guide

New Modem Setup  
Midco® Wi-Fi Pods

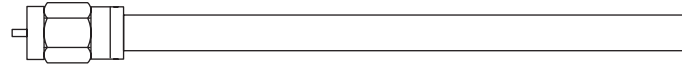
# Gather your materials.

## Kit Contents

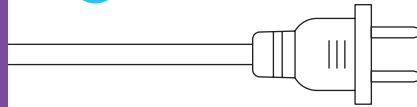
**A** Modem



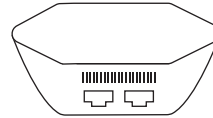
**B** Coax Cable



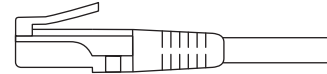
**C** Power Cord



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

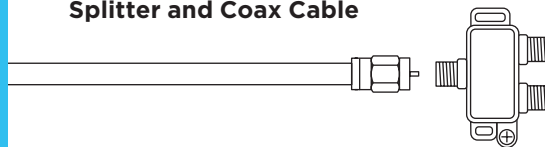


**E** One Ethernet Cable

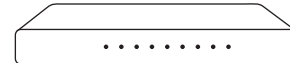


## Optional Contents

Splitter and Coax Cable



Network Switch



# This is where it all starts.

## Have at the Ready

- F** A **smartphone** with an active cellular data plan and a strong cellular signal.
- G** **Midco My Account login credentials.**
- H** **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](#)

## Log in and prep your equipment.

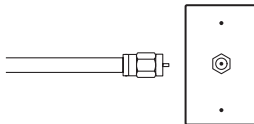
If you've never logged into Midco My Account or created a password, go to **Midco.com/MyAccount** to reset your password and log in.

1. Log in at **Midco.com/MyAccount** using your **G Midco My Account login credentials** to let us know you're installing new equipment.
2. Follow the activation instructions on screen.
3. Unplug and disconnect your old modem, Wi-Fi extender(s) and/or router(s) to make room for your new equipment and prevent Wi-Fi performance issues.
  - This will take your Wi-Fi-powered devices offline.

## Install your **A** modem.

1. Find a central spot in your home, off the floor, near a power outlet and a coax cable outlet for your modem. Some coax cable outlets may not be active, so you may need to try more than one.

2. Use the **B** coax cable to connect your modem to a coax cable outlet.



If connecting more than one coax-based service, use the **splitter and coax cable** and follow the setup instructions on page 6.

3. Use the **C** power cord to plug your modem into a power outlet.

Wait up to 15 minutes for the online, upstream, downstream and power lights to stop flashing and remain solid. Note: Some of the lights may blink from time to time on your modem – that's ok.



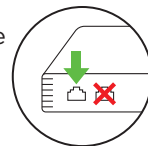
### Before you continue:

- Make sure you're using the coax cable we provided.
- Double check that your connections are finger tight.
- If the Power light is not on, try a different power outlet.
- If the Online light is off, or if the light is solid but your upstream/downstream (US/DS) lights are not – reboot the modem by unplugging it from power. Wait 30 seconds and plug it back in.

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

1. Using your **E** Ethernet cable, connect your pod and **A** modem.

- 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 modem, be sure to plug it into the first Ethernet port. The second port is inactive.
- If you received the optional **network switch** to connect more devices directly to Ethernet, connect it to the pod using the enclosed manufacturer instructions.



2. Grab your **F** **smartphone**. Go to settings and ensure your Bluetooth is turned on.

3. Go to the App Store or Google Play to download the Midco Wi-Fi app. Open the app.



4. Tap **Sign in**, and log in using your **G** **Midco My Account login credentials**. Follow the app instructions to place and set up equipment.

- 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 **H** **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.

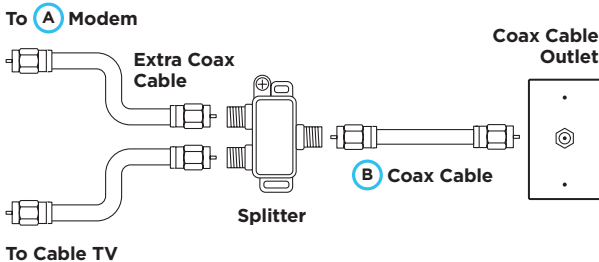
## Wired Devices

### Connecting hardwired 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.

### Setting up a splitter.

If you're connecting internet and cable TV services (not MidcoTV) via the same coax cable wall outlet, use the enclosed splitter and extra coax cable – or one you already have.



## Modem Troubleshooting

### Online light doesn't turn on. @

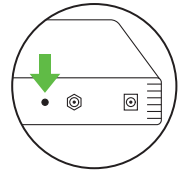
Try a different coax cable outlet and wait up to 10 minutes to see if your light goes solid green.

### US/DS lights are blinking in unison.

Your modem is updating, and it can take up to 60 minutes before your lights go solid. If the lights don't become solid after an hour, reboot your modem by unplugging it, waiting 30 seconds and plugging it back in.

### If you're still having issues, perform a factory reset.

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



When the online light or US/DS lights go solid, start installing your pod(s).

## 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 modem’s connection and reboot your modem – or use the modem troubleshooting tips to re-establish a connection.
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®

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