Internet
Quick Start Guide

Enjoy your Midco® internet experience to the fullest with these helpful tips – and learn how to add Midco cable TV services.

Welcome

Your apartment features many great amenities – including with Midco Internet 50 with up to 50 Mbps already included in your rent!

You also have the option to upgrade your speeds, and add a cable package and equipment for a whole-home experience. You just pay the difference. To learn more, contact us at 1.800.571.5463 or **Midco.com/Contact**.

Enjoy Your Own Personal Apartment Wi-Fi

Your apartment comes Wi-Fi ready, with no need for additional equipment – but this isn't your typical apartment Wi-Fi. Midco's fiber connection to the property means plenty of bandwidth. You're actually getting private, business-quality Wi-Fi that's dedicated to just you. There's no sharing wireless or experiencing interference with your neighbors.

Important: Avoid Other Access Points

Want to avoid interference and speed slowdowns? Make sure all your wireless devices are connected to the building's private, secure Midco network.[1] That's how things work best!

- Please do not turn on other wireless access points or range extenders.
- Be sure to disable individual wireless device networks (for example, wireless printers).

Connect Your Devices to Wi-Fi

To get your dedicated Wi-Fi connection, you'll have to add your device to our network through our online device registration portal. You can authorize up to 20 devices for your apartment – including computers, tablets, phones and gaming devices.

You'll need your username and password to connect to the Midco device registration portal.

Portal Username: **Granite[Your Unit Number]** *(Example: Granite999)*

Portal Password: **midcowifi!**

The first time you log in, you'll be prompted to change your password. You may want to write it down here for future reference.

New Portal Password: ─────────────────────────────

Next, you'll want to register your devices using the following instructions.

Browser-Enabled Devices

This includes smartphones, tablets, computers and any device with internet browser capabilities.

1. Find and select **Granite Landing** in your list of available networks. Enter the network password: **midcowifi!**

    •   If not directed to the login site, visit **Midco.com/byod/Granite**. Note: You must be connected to the Midco network at your property to access the portal.

2. Enter the device portal **username** and default **password** provided to you above.

3. The first time you connect, review the Midco Acceptable Use Policy, and select **Accept** to proceed.

4. When prompted, change your password.

    •   Your password must be at least six characters long.

    •   You cannot reuse your last password.

    •   Be sure to keep your new password handy and write it down in the space provided above, because you'll need it to add and manage devices in the future.

5. Select **Register This Device**.

    •   Note: Depending on your device, you may need to disconnect and then reconnect to finish registration.

You are now connected. Repeat these steps with any additional devices you'd like to add.

Non Browser-Enabled Devices

This includes gaming consoles and other connected devices that may not allow internet browsing.

1. Find and select **Granite Landing** in your list of available networks. Enter the network password: **midcowifi!**

2. From your connected, browser-enabled device, go to **Midco.com/byod/Granite** and log in with your **username** and **password**. Note: You must be connected to the Midco network at your property to access the portal.

3. Follow the on-screen prompts to add your devices. Enter this following information:

    a. **Device Description:** Enter the nickname you'd like to use for your device.

    b. **Device ID:** This is the media access control (MAC) or Wi-Fi address of your device. It is an alphanumeric ID in this format: A1:B3:E5:19:6F:BB.

    c. To add your device, select **Add** or **Save and Continue**.

You'll receive a confirmation message when your device is successfully connected to the network. Repeat these steps with any additional devices you'd like to add.

Wired Ethernet Connectivity

If you need to have an Ethernet port for a gaming system or other device, we have you covered. Your apartment comes with Ethernet connection(s) wired and ready to go.

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You'll receive a confirmation message when your device is successfully connected to the network. Repeat these steps with any additional devices you'd like to add.

Public Wi-Fi for Guests

Have guests coming to visit? You don't have to give them access to your apartment Wi-Fi. That's because this property offers public Wi-Fi in common areas for all, and for guest use in apartments.

To access public Wi-Fi, turn on wireless on your device, select the **Midco** network and you're in! Be sure that your guest has their device Wi-Fi turned on.

Start Watching

If you're ready to add Midco cable TV to your current connection, you're just one phone call away.

You'll need digital video equipment to start enjoying more than 70 channels available with Midco Basic Cable.[2] Give us a call at 1.800.571.5463 or stop by our local Customer Experience Center to get started. Visit **Midco.com/Contact** for locations.

If you're interested in upgrading to a cable TV package with more channels, upgrading your equipment to a TiVo® DVR or adding premium movie channels such as HBO® or SHOWTIME®, contact us using our live chat at Midco.com/Contact or calling 1.800.571.5463.[4]

Stream to Your Heart's Delight

Stream what you want, when you want with your new Wi-Fi. Midco offers tons of can't-miss streaming options – all included with Midco cable TV – so you can catch your favorite programs and live sports on your time.

TV Everywhere

Stream the latest series, specials, movies and events on your computer, smartphone, tablet or other internet-connected device. TV Everywhere includes many programming genres such as sports, movies, lifestyle, children's and more.[3] Best of all, it's free with your Midco cable TV subscription!

Visit **Midco.com/TVEverywhere** to see what network apps are available and what you need to get started.

Get Answers

Helpful Tools and Tips

Your experience with Midco matters to us. We want to help you get the most out of your services. We offer many helpful tools and resources for you at **Midco.com**. Check it out today!

Midco.com/Support

Visit our online library of helpful tools and information for you, including the most commonly requested resources.

Midco.com/ChannelLineups

Find out what channels are available in your area for your cable TV package.

Midco.com/MyAccount

Control your account, set Midco notification preferences and see your statements (plus pay your bill if you upgraded your service beyond what's included in your apartment). That's also where you set up email addresses to access TV Everywhere online streaming.

Don't have My Account access yet? Go to **Midco.com/MyAccount**, and select **Register**.

Policies

Midco provides internet and cable TV service to our customers subject to policies established for the protection of our users, our company and our communities. Visit **Midco.com/Legal** to view our policies.

24/7 Support

Have a question? We're here to help.

- Contact us online using our live chat or through Facebook and Twitter.
- Talk to us in person at on of our local Customer Experience Centers.
- Call us at 1.800.571.5463.

Find it all at **Midco.com/Contact**.