

Included in This Kit

REQUIRED FOR INSTALLATION



Modem



6-ft Coaxial Cable



Welcome Letter

Additional Equipment Installation Information

Scan this QR code to access additional user guides and how-to videos.



Total Care Customer Support



Customer Support Website
support.mediacomcable.com



[youtube.com/mediacomcable](https://www.youtube.com/mediacomcable)



@mediacomsupport



1-855-633-4226

Total Care Text Support: Text 66554



To enroll in Total Care Text Messaging, text MEDIACOM to 66554 from your mobile device. Molli will ask you a few questions and sign you up. Once you are enrolled, make sure to add 66554 as a contact in your phone and text her any time you have a question.



MediacomConnect MobileCare App

Available now for your iPhone, iPad and Android device at the Google Play® or iTunes App Store.®

Additional Equipment Installation Information

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Installing or Upgrading your Current Equipment



Installation and Activation Guide



STEP 1

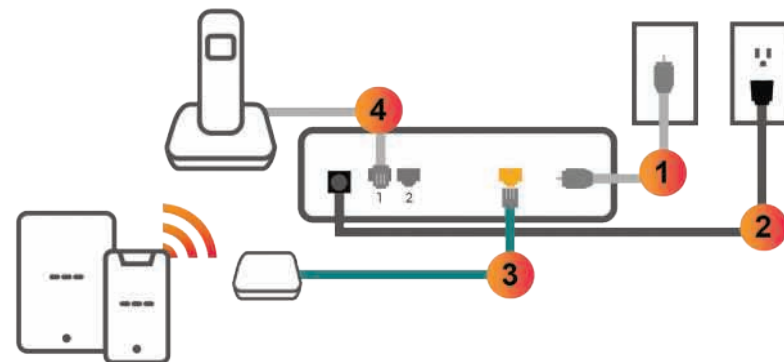
UPGRADING YOUR EXISTING MODEM

- 1 Unplug your existing modem from the power outlet.
- 2 Disconnect the power cord from the back of your existing modem.
- 3 Disconnect the coaxial cord from the back of your existing modem.
- 4 If you have an Ethernet cable attached, disconnect it from the back of your existing modem.
- 5 If you subscribe to our home phone service, disconnect the telephone cable from the back of your existing modem.
- 6 Set your old modem and power cord aside. If your existing modem is rented from Mediacom, please refer to your Welcome Letter for further instructions.

STEP 2

CONNECTING YOUR NEW MODEM

- 1 Connect the **coaxial cable** from your wall outlet to the back of your new modem.
- 2 Connect the **new power cord** from the back of your new modem to the power outlet.
- 3 If you subscribe to WiFi360pro or have your own WiFi router, connect an ethernet cable from that device to **Ethernet 1** on the back of the modem.
- 4 If you subscribe to our Home Phone service, connect a telephone cable to the **TEL 1** port on the back of the modem.
- 5 Proceed to the **Modem Activation** section and follow the online step-by-step instructions.



STEP 3

MODEM ACTIVATION

- 1 Once all cables are connected, open your Internet browser, and go to **<https://mccprov-siwg.mediacomcc.com>** to activate your new modem.
- 2 Refer to the **Welcome Letter** in your kit for your activation code and equipment information needed to activate your services.

You can log in using one of two methods:
Log in with your Mediacom Billing Account # and Activation Code.
or
Log in with your Mediacom ID Username and Password.

STEP 4

NEW WiFi360Pro CUSTOMERS

- 1 After completing your modem activation, download the eero app on a smart device, create an eero account, and follow the on-screen app instructions to set up your WiFi network.
Important: You will not be able to set up your eero network on a web browser.