



Visit [shaw.ca/selfconnect](http://shaw.ca/selfconnect) for more support and help.  
Need additional help? Chat with us at [shaw.ca/chat](http://shaw.ca/chat)



**Connect  
n Guide**  
Fi Modem

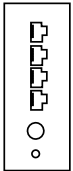
#### Returning an old modem?

- |   |   |  |
|---|---|--|
| 1. Place the old modem and power cord into a sturdy cardboard box. Ensure there is cushioning material around the modem | 2. Seal the box and affix the shipping label provided | 3. Drop off at any Canada Post mailbox or outlet |
|---|---|--|

**Self Co  
Instruction**  
Advanced Wi

# How to install your WiFi modem.

## 1. What you'll need.



Modem



Coax cable



Power cord

Shaw)

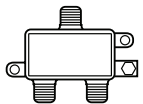
MyShaw app

Download on the Apple or Android app store.



Ethernet cable

**Optional**  
For hardwired connections

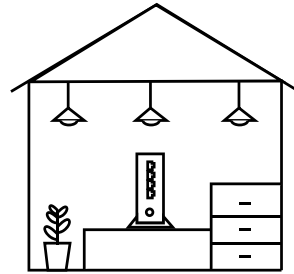


Splitter

**Optional**

Before you start, make sure to download the **MyShaw app** on your mobile phone.

## 2. Place your modem.



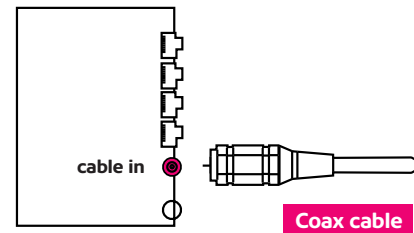
### Where should you place the modem?

- In a central, visible and elevated-off-the-ground location
- Avoid basement/underground spots, cabinets or hiding it behind any objects
- Away from appliances, electrical equipment and metal / stainless steel objects

## 3. Connect.

Connect the **coax cable** from a cable wall outlet to the **cable in** port on your modem.

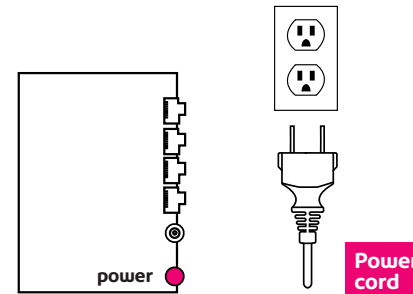
Make sure the connection is secure (hand-tightened).



Coax cable

## 4. Power up!

Connect the **power cord** to the modem and wall power outlet.



Power cord

## 5. Activate your modem.

If this is your first time activating your Shaw services, open the **MyShaw app** to:

- a. Create your MyShaw ID and password; and
- b. Complete the activation process.

If you already have Shaw services, please contact us at **1-844-574-7429** or chat with us at **shaw.ca/chat** to activate your modem.

## Common questions.

### What if I need to connect my modem and TV box to the same outlet?

This step is **optional**. You'll need a 2-way splitter and (3) lengths of coax cable total.

- a. Connect one end of the coax cable to a cable outlet in your wall and the other end to the **IN** port on the splitter
- b. Connect a second coax cable to the splitter and the modem
- c. Connect a third coax cable (included in your TV box) to the splitter and to the **CABLE IN** or **RF IN** on the back of your Shaw TV box
- d. Continue with step 4

### What's my WiFi network name and password?

The sticker on the front of your modem contains your WiFi information. The **SSID** is the network name that you'll connect on your device(s) to.

Your network password is labeled as the **WiFi Key**.

### Your Shaw Internet plan includes access to thousands of Shaw Go WiFi hotspots.

Visit **shaw.ca/shawgowifi** on the device you would like to register.