

Changing your password

1. Connect directly to your Wi-Fi modem via an Ethernet cable or wirelessly via your Wi-Fi
 2. Open a web browser and visit **192.168.0.1**
 3. Sign in using the following credentials
 - a. Username: **cusadmin**
 - b. Password: (your Wi-Fi network password)
- Click “Wireless” from the top bar
 - Under **Multiple SSID Settings** change the *password* to the new password and click “save changes”
 - Note: If you change your Wi-Fi password you will need to enter it again on all of your devices in your home before they will connect again
 - Note: If you have two Wi-Fi networks (example: MyWiFi 2.4G and MyWiFi 5G) you will have to change your password on both networks

Terms and conditions:

By using GCI internet, you agree to the terms of service located on our website, which include an agreement to arbitrate. To review the terms for your GCI service, please refer to the following: <http://www.gci.com/terms/internet>.

Please call GCI Customer Service at 800-800-4800 if you would like to receive a printed copy of the terms and conditions.

Self-Installation Instructions

(For Self-Install & Re-Install)

Before you begin, make sure you have the following:

- Wi-Fi modem
- Power cord
- Coaxial cable cord
- Ethernet cable (optional for connecting devices)
- Wi-Fi enabled device (phone/tablet/computer)



1 Connect the Wi-Fi cable modem to the cable outlet in your home using the coaxial cable cord.

- Connect your modem to the coax outlet using one of the coax cables provided.



2 Connect the included power adapter from the power port to a wall outlet.



- Connect the modem to the power cord or adaptor provided and then plug into an electrical outlet.
- Your modem's status indicator lights will begin to turn on. The modem will be online in just a few minutes, once the @ symbol located on the front of the modem stops flashing and remains lit.

3 To connect your personal device (phone, tablet, computer) to the default network: “HitronXXXXX-EasyConnect”

- Connect via Wi-Fi, using the Default Wi-Fi network and Default key (password) located on a sticker on the back of your Wi-Fi modem.

Example:



4 Configure your home network with a custom name and password.

- Your personal device should automatically open a web browser with the Hitron Easy Connect Wizard.
- When it connects, click “let’s go” and follow the steps to set up your Wi-Fi modem by creating a Wi-Fi network name and password.
- **Troubleshooting:** If your personal device doesn’t automatically open the Hitron Easy Connect Wizard, open a web browser and type **192.168.0.1** into the address bar at the top, then press press ENTER and continue Step 4. Your browser should display a page where you click “let’s go” and follow the steps.
- **Pro Tip:** If you’ve already set up your devices to connect to a particular Wi-Fi network name and password, you can use the same on your new Wi-Fi modem for simplicity.

5 OPTIONAL— Direct Ethernet Connection.

- Connect your computer to the modem with an Ethernet cable and open a web browser (i.e. Internet Explorer, Chrome, Firefox or Safari).

For additional support call 800-800-4800



Alaska’s Best Wi-Fi Experience, AK-Fi



AK-Fi Home Wi-Fi



From bank accounts to home security cameras, your **AK-Fi Home Wi-Fi** is the connection gateway for all of your connected devices. Because of this, you want to ensure your information is protected.

Create a unique password for your Home Wi-Fi

This password should be something you haven't used before, and are willing to share with trusted friends and family when they want to connect to your Wi-Fi. See gci.com for steps to set up a guest network.

Your password should be at least nine characters long, and include a blend of upper and lower case letters, numbers, and special characters.

To help you remember your password, we've provided a place for you to write it down here. Please keep this in a secure location such as your home safe or lockbox.

Location:

The location of your modem is very important. To make sure you get the most out of your GCI-provided home Wi-Fi service, the installer will help you find the ideal spot in your home to place the Wi-Fi modem for maximum speed and coverage. However, if you need to move your modem, please keep in mind:

- **Choose a central location** close to where you connect to Wi-Fi the most
- **Keep Wi-Fi modem visible** and avoid placing inside or behind cabinets or furniture
- **Maintain space** from appliances, electronics and metal, concrete, or glass
- **Position the modem upright** and elevated on a shelf or table

Performance:

Newer devices connecting to the Wi-Fi achieve higher speeds. Older devices may not perform as well, even under ideal conditions because they are not as compatible. For faster speeds with these devices, try using an Ethernet connection instead.

Devices:

Age of Device	Expected Speeds for Computers or Laptops*	Expected Speeds for Phones & Tablets*
2011-present	150+ Mbps	75+ Mbps
2007-2010	50+ Mbps	25+ Mbps
2006 or earlier	Up to 25 Mbps	Up to 25 Mbps

**Typical Wi-Fi speeds under normal conditions with a compatible service plan and router. Extenders may be needed to supplement home Wi-Fi coverage and improve speeds in slower areas of your home, which GCI offers with our professional installation services. Please contact us at 800-800-4800 to find out more.*

If you are unable to achieve the speeds for your device noted in the above table and are experiencing service quality issues, please note:



To achieve the upper range of your speed tier, you must be connected via a wired Ethernet connection. Speeds through a hardwired connection are inherently faster than speeds over Wi-Fi due to potential wireless interference.



There are a number of external factors that may limit your speed; as a result, actual speeds may vary. External factors that could impact speeds include external interference, other downloads/uploads in progress, open programs on the device you are using, as well as the number of devices simultaneously connected to your home Wi-Fi network.



Your speeds may also be impacted by the age and processing speed of your device, the websites you are visiting, and whether your devices are free of viruses, malware, and other security risks.

How to deactivate Wi-Fi to use your personal router:

You can turn off the router portion of your GCI Wi-Fi modem if you plan to use a different router.

This will prevent the GCI Wi-Fi modem from sending out Wi-Fi and allow a router of your choosing to do that job. Once this is done the GCI Wi-Fi modem will no longer broadcast Wi-Fi and you will no longer have the ability to access it from the 192.168.0.1 IP address from a web browser. If you change your mind later, no problem, just give GCI Tech Support a call and we can help you turn it back on.

- Connect directly to your gateway via an Ethernet cable or wirelessly via your Wi-Fi
- Open a web browser and visit **192.168.0.1**
- Sign in using the following credentials:
 - Username: cusadmin
 - Password: (your Wi-Fi network password)
- Navigate to **'Basic'** then select **'Gateway Function'**
- Under **"Residential Gateway Function"** select **"Disabled"** and click **"Save"**
- It will ask you to confirm your choice by clicking **"OK"** then your modem will reboot