

Get the Best Performance

Welcome! Your GCI router uses GCI's cellular network to deliver fast internet. Follow these instructions to set up your router and connect your devices to the internet.

What You'll Need ►

- a. GCI router
- b. Power cord
- c. WiFi-enabled device (tablet, phone, or computer)

1. Activate your Router

Please call GCI's Activation team at 1-855-477-7650 to activate your new router.

2. Connect Power

Connect one end of the power cord into a wall outlet and the other end into the router.

3. Turn on Device

Press the On/Off button on the back of the router and wait a few minutes until the Power, Internet, WiFi, and 5G lights turn green.

4. Connect your Device

Using your phone, tablet, or computer, connect to the default WiFi network. The WiFi name (SSID) and password are printed on the bottom of your router.

5. Set up your Connection

- a. Scan QR code or open your browser and type: <http://172.30.55.1>
- b. Log in using the username and password shown on the sticker that's located on the bottom of your router.



Connect to the GCI network:

- From the left side menu, select "Services," then "5G/4G Manager."
- Scroll down to section "APN" and update the field to: web.gci
- Click "Save and Apply."

Customize your WiFi:

- From the left menu, select "WiFi," then "WiFi Basic Settings."
- Update your network name (SSID) and password.
- Click "Save and Apply."

Get the Best Performance

Here are a few tips for positioning your router to get the best WiFi signal:

- Place it in a central location near where you connect to WiFi most frequently.
- Keep it visible and avoid placing it inside or behind cabinets or furniture.
- Maintain space around it — from appliances, electronics and metal, concrete, or glass.
- Position it on a high shelf or mount it on a wall to improve coverage.

See page 2 for continued instructions

Tips for the Best Experience

We're here to help. Please contact us at 800-800-4800 with any questions.

- To get the best WiFi signal, place your WiFi pod in a central location, keeping it visible. Maintain space around your modem, giving it clear line of sight to where you use WiFi the most.
 - If your cable outlets are not in a central location a GCI technician may be able to install a new outlet in a more convenient location.
- If you use the same WiFi network name and password as your previous network, your devices should automatically connect.
- Make sure your GCI WiFi network is your only active internet connection. Having multiple networks active at the same time can cause interference and reduce the quality of your internet performance.
- If parts of your home seem to have lower performance or WiFi coverage, please let us know! We have new and advanced troubleshooting capabilities that help ensure the best experience. In some cases, we may determine a WiFi extender pod may be needed to cover all areas of your home.
- Ak-Fi Home, Your App-Controlled WiFi
 - Easily monitor and control your WiFi from your smartphone with the AK-Fi Home app. View your devices, set custom schedules, prioritize traffic and more! Learn how AK-Fi delivers exceptional performance, convenience, and security at <https://www.gci.com/internet/ak-fi-home>

Returning Your Old Equipment

- Mail Return: Locate the prepaid return label, emailed to the email you have on file with GCI. Print the label and use the box from your new modem to mail your old modem back to GCI. Don't have your return label? No problem, please contact GCI at 800-800-4800 and we'll email one to you.
- GCI Retail Locations: GCI equipment can be returned to any GCI location statewide

Use of GCI internet service is subject to terms and conditions, which can be found at

www.gci.com/terms-conditions

