

# Fios installation instructions inside



**fios**✓  
by verizon



# Here are the items you may need for installation.

## Fios® equipment

**Router + power cord**  
(You will receive one of the two router models shown below).



**Set-top box + power cord**



**Fios TV remote**



## Cables and connectors

(You may not need all items shown for your home setup.)

**Ethernet cables (6')**



**Cable barrel connector**  
(optional if wall outlet is not available)



**HDMI cable**



**Composite cables**



**Coax cables**



**2-way splitter**



## Special order

**Digital Adapter**



**CableCARD**



# Wait ...

## Disconnecting equipment is important!

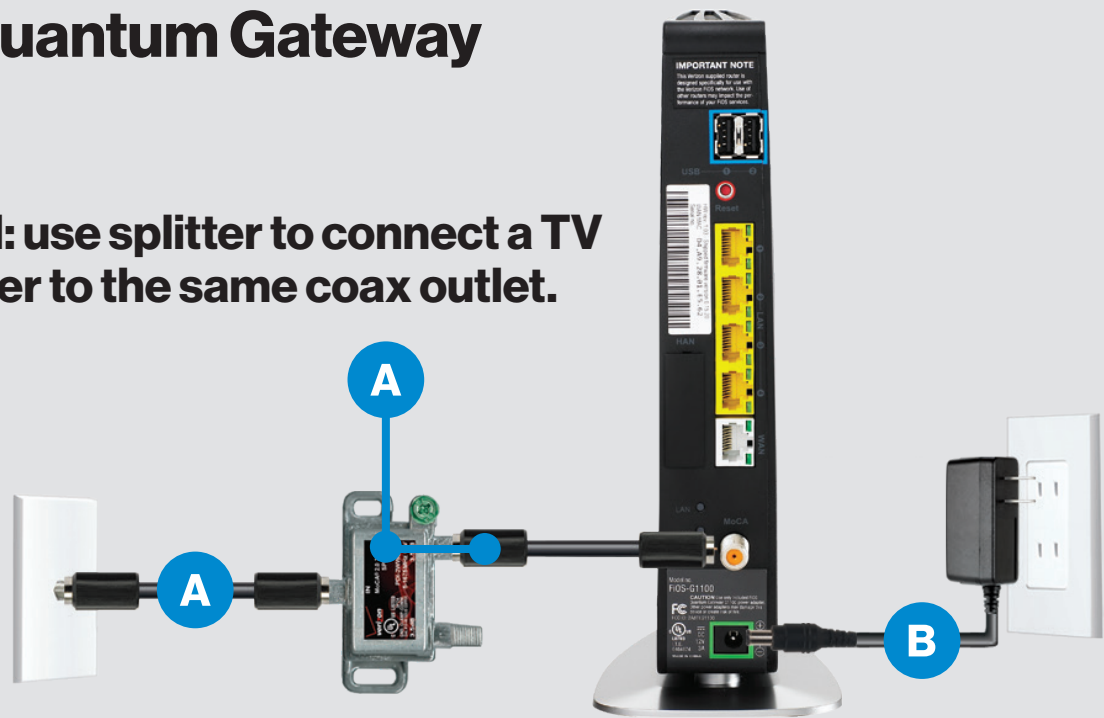
- A. Unplug all existing TV equipment in your home.
- B. Unplug all third-party TV streaming equipment.
- C. If keeping an existing Verizon router, skip to Step 2

# Step 1: Fios router

## Which router model do you have?

### Fios Quantum Gateway

Optional: use splitter to connect a TV and router to the same coax outlet.



#### Step 1A: Make the connections

- A. Connect the coax cable from the router to a coax outlet.
- B. Connect the power cord.
- C. Activation can take up to 15 minutes.

#### Step 1B: Power up

- D. Router turns on automatically.
- E. Setup is complete when front lights are white and back lights are green.

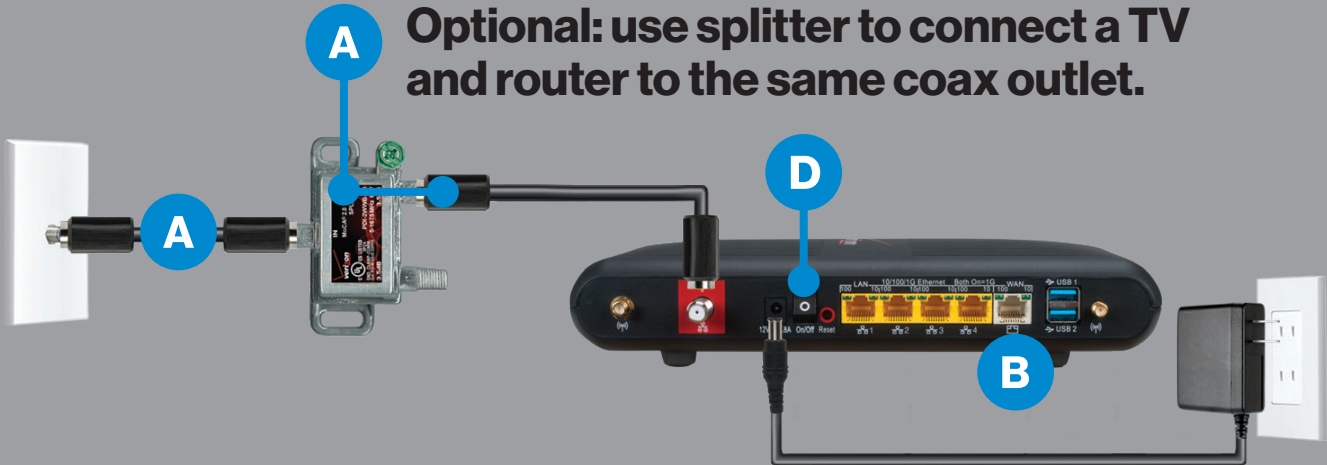
#### Troubleshooting

All lights are red—Verizon support needed.  
GLOBE light flashing red—Verizon support needed.

For support, visit [Activate.verizon.com](https://activate.verizon.com).

### Fios Advanced Wi-Fi Router

Optional: use splitter to connect a TV and router to the same coax outlet.



#### Step 1A: Make the connections

- A. Connect the coax cable from the router to a coax outlet.
- B. Connect the power cord.
- C. Activation can take up to 15 minutes.

#### Step 1B: Power up

- D. Turn router on using switch on back.
- E. Setup is complete when POWER and WAN lights are green.

#### Troubleshooting

Yellow WAN light—try another coax outlet.  
Red WAN light—Verizon support needed.

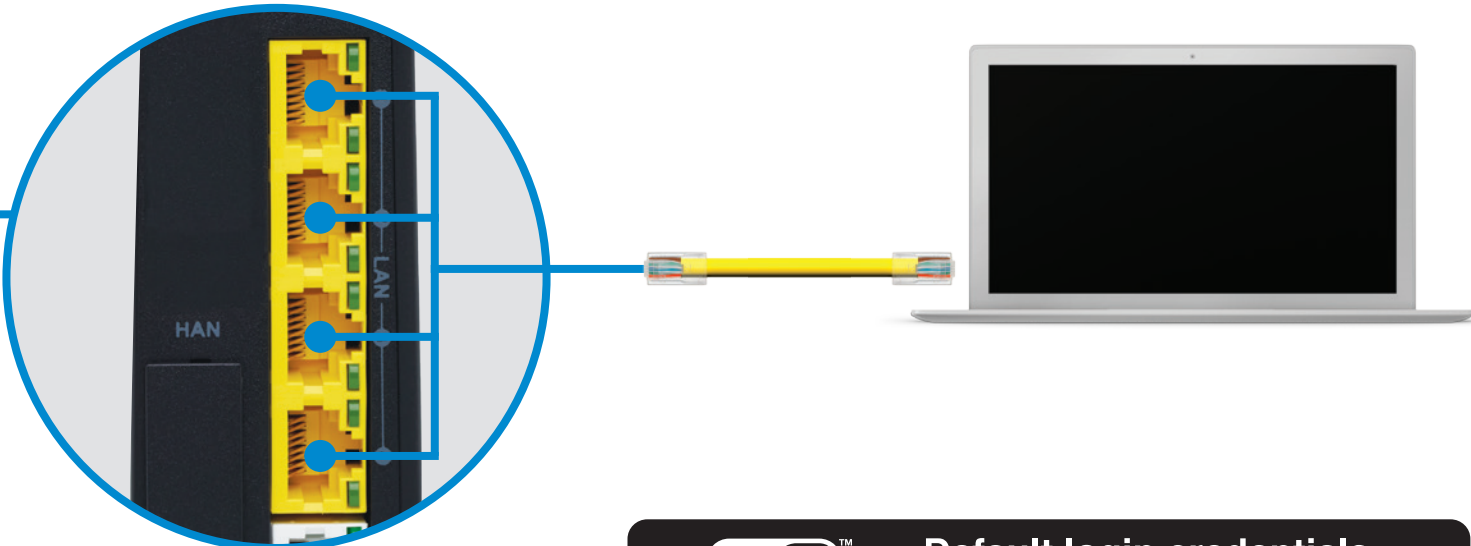
For support, visit [Activate.verizon.com](https://activate.verizon.com).

# Step 1: Fios router (continued)

## Step 1C: Wired or Wi-Fi? Your choice.

### Wired

Connect the Ethernet cable to any YELLOW LAN port on the router, then to your computer.



### Wi-Fi

- Get your Wireless network name and password off the label on your router.
- On your device, choose your Wireless network name when it pops up.
- When asked, enter your Wireless password exactly as it is on your router label.

**Default login credentials**  
Please note: password letters are all lower-case

Wireless network name (ESSID)	XXXXXXXXXXXX	
Wireless password (WPA2)	XXXXXXXXXXXXXXXXXX	
Administration URL	myfiosgateway.com	
Administrator password	XXXXXXXXXX	

To reboot, press and hold the WPS button for 10 seconds.  
Online tutorials : [www.verizon.com/quickguides](http://www.verizon.com/quickguides)

### Wi-Fi Speed

- The Fios Advanced Wi-Fi Router offers a 2.4 GHz network.
- The Fios Quantum Gateway offers two networks:
  - 2.4 Ghz has greater range and works with most printers and smartphones.
  - 5 Ghz is faster and better for streaming HD video and gaming.
  - Some devices can only connect to 2.4 GHz.
  - Newer devices can connect to both, but you can only choose one.



## Step 1D: Complete activation

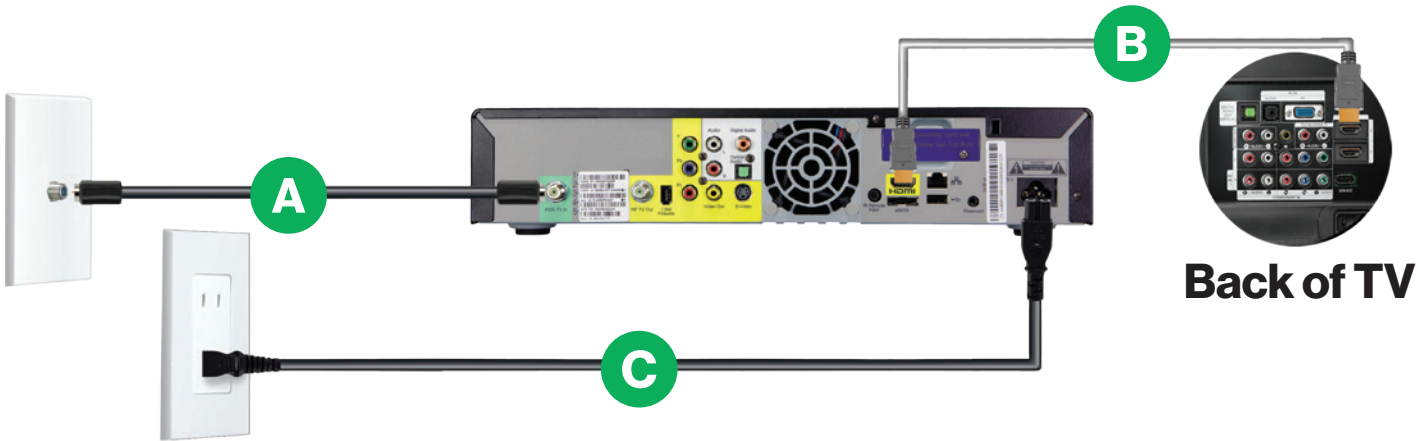
Activate your router at [Activate.verizon.com](http://Activate.verizon.com).



# Step 2: Set-top box

## Step 2A: Make the connections using HDMI cable (preferred)

- A. Connect the coax cable from your set-top box to a coax outlet.
- B. Connect the HDMI cable from your set-top box to your TV.
- C. Connect the power cord from your set-top box to an electrical outlet.



## Alternate option:

### Make the connections using composite cables

TV not HDMI-compatible? No problem. Connect your composite cables instead, making sure to match the cable colors to the back of the Media Client and TV.



## Step 2B: Complete activation

Turn on your set-top box and TV. Using your Fios TV remote, follow the on-screen instructions.

For support, visit [Activate.verizon.com](https://activate.verizon.com).



# Step 3: Additional set-top boxes

## Additional setup

If you have additional set-top boxes, install them now following the instructions in Step 2.



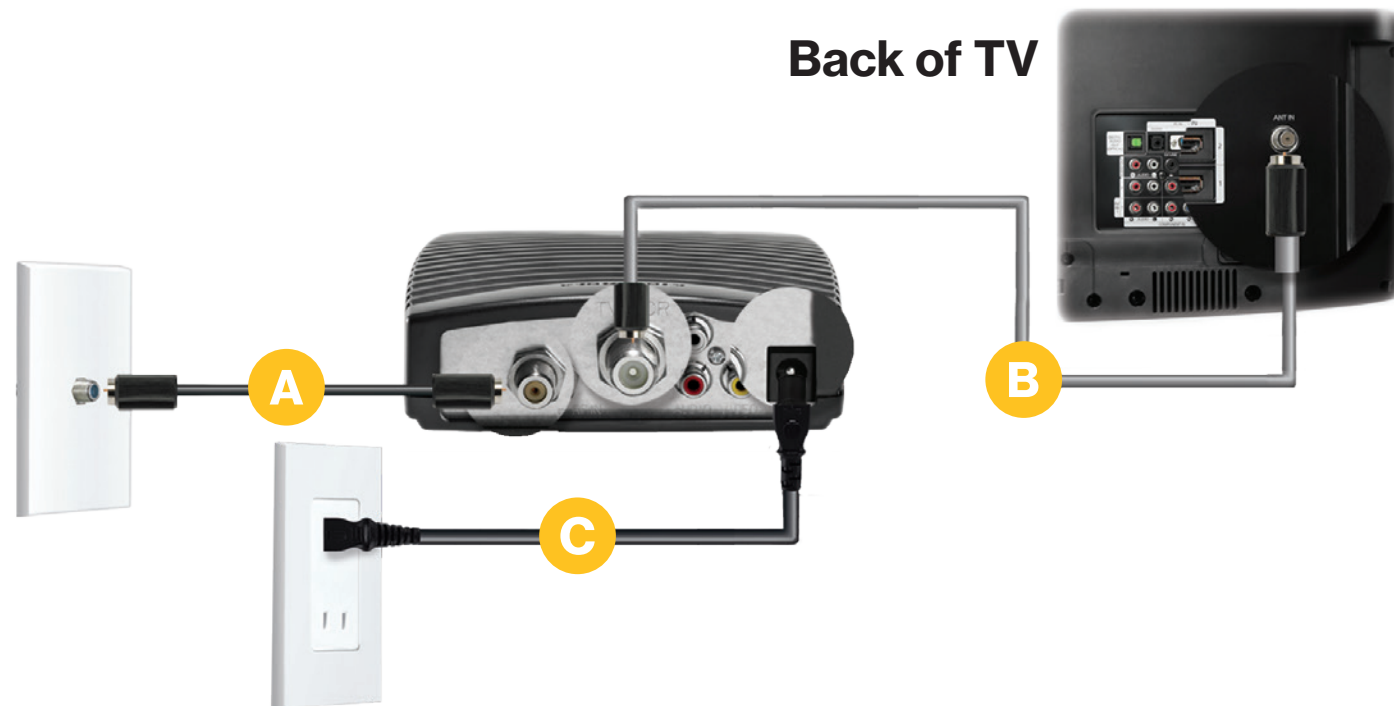


## Step 4: Accessories

### Digital Adapter

#### Make the connections

- A. Connect the coax cable from your Digital Adapter to a coax outlet.
- B. Connect the coax cable from your Digital Adapter to your TV.
- C. Connect the power cord from your Digital Adapter to an electrical outlet.



### Complete activation

- Turn on the Digital Adapter by pressing the set-top box button on the Fios TV remote. Then turn on your TV and tune to channel 3 using the remote control that came with your TV.
- Select which method of activation you prefer: Online at [verizon.com/FiosTV/SelfInstall](http://verizon.com/FiosTV/SelfInstall) or by phone at 1.855.372.2181.

### CableCARD

#### Get hooked up

Read through any instructions for your CableCARD-ready device and complete any set up.

#### Activate away

- When the CableCARD is inserted, follow the on-screen instructions.
- When prompted, enter the activation code on your Verizon customer receipt.
- Select which method of activation you prefer: Online at [verizon.com/FiosTV/SelfInstall](http://verizon.com/FiosTV/SelfInstall) or by phone at 1.888.897.7499.



# Need help?

**Your satisfaction is  
important to us.**



**Use the Install Wizard at  
[Activate.verizon.com](https://activate.verizon.com).**