Fios installation instructions inside

fios by verizon
Here are the items you may need for installation.

### Fios® equipment

<table>
<thead>
<tr>
<th>Router + power cord</th>
<th>Video Media Server + power cord</th>
</tr>
</thead>
<tbody>
<tr>
<td>(You will receive one of the two router models shown below).</td>
<td>Media Client + power cord</td>
</tr>
<tr>
<td><img src="image1.png" alt="Router" /></td>
<td><img src="image2.png" alt="Video Media Server" /></td>
</tr>
<tr>
<td><img src="image3.png" alt="Fios TV remote" /></td>
<td><img src="image4.png" alt="Media Client" /></td>
</tr>
</tbody>
</table>

### Cables and connectors

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

<table>
<thead>
<tr>
<th>Ethernet cables (6')</th>
<th>Cable barrel connector (optional if wall outlet is not available)</th>
<th>HDMI cable</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image5.png" alt="Ethernet Cables" /></td>
<td><img src="image6.png" alt="Cable Barrel Connector" /></td>
<td><img src="image7.png" alt="HDMI Cable" /></td>
</tr>
</tbody>
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<tr>
<th>Composite cables</th>
<th>Coax cables</th>
<th>2-way splitter</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image8.png" alt="Composite Cables" /></td>
<td><img src="image9.png" alt="Coax Cables" /></td>
<td><img src="image10.png" alt="2-way Splitter" /></td>
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</tbody>
</table>

### Special order

<table>
<thead>
<tr>
<th>Digital Adapter</th>
<th>CableCARD</th>
</tr>
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<tr>
<td><img src="image11.png" alt="Digital Adapter" /></td>
<td><img src="image12.png" alt="CableCARD" /></td>
</tr>
</tbody>
</table>

Existing customers will only receive new cables if needed.
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.
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.
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.

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

| Wireless network name (ESSID) | XXXXXXXXXXXX |
| Wireless password (WPA2)      | XXXXXXXXXXXXX |
| Administration URL            | myfiosgateway.com |
| Administrator password        | XXXXXXXXXXX |

To reboot, press and hold the WPS button for 10 seconds.
Online tutorials: www.verizon.com/quickguides
Step 2: Video Media Server

Step 2A: Make the connections
A. Connect the coax cable from your Video Media Server to a coax outlet.
B. Connect the HDMI cable from your Video Media Server to your TV.
C. Connect the power cord from your Video Media Server to an electrical outlet.

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

Step 2: Complete activation
Turn on your Video Media Server and TV. Using your Fios TV remote, follow the on-screen instructions.
For support, visit Activate.verizon.com.
Step 3A: Make the connections using HDMI cable (preferred)
A. Connect the coax cable from your Media Client to a coax outlet.
B. Connect the HDMI cable from your Media Client to your TV.
C. Connect the power cord from your Media Client 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 2: Complete activation
Turn on your Media Client and TV. Using your Fios TV remote, follow the on-screen instructions.
For support, visit Activate.verizon.com.
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 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 or by phone at 1.888.897.7499.
Need help?

Your satisfaction is important to us.

Use the Install Wizard at Activate.verizon.com.