

# **Fios Internet & TV for Business User Guide**

## Your Fios quick reference guide

Fios order reference number: \_\_\_\_\_

Customer account number: \_\_\_\_\_

Voice mail access number: \_\_\_\_\_

Verizon router IP: **192.168.1.1** \_\_\_\_\_

Router user name: **admin** \_\_\_\_\_

Router admin password: \_\_\_\_\_

Note: Customers with Verizon routers can access the administration URL by visiting (entering in address bar) 192.168.1.1. Review the sticker on the side of the router for the admin and wireless credentials.

## Fios Internet for business

### Username

Email address: \_\_\_\_\_

Email password: \_\_\_\_\_

### Router

Router location: \_\_\_\_\_

Password: \_\_\_\_\_

Note: Safeguard the information above in a secure location for your future reference.

SSID: \_\_\_\_\_

SSID: \_\_\_\_\_

Note: The default SSID(s) and wireless password is printed on the wireless credential label. Customers can create their own SSID(s) and wireless password(s). All Fios Quantum Gateways will display 2 SSIDs when they are setup. The password is the same by default for both.

WPA2: Wireless network key: \_\_\_\_\_

## User guidance on password selection

Your wireless network security depends on having a good password. A good password contains sixteen (16) or more letters or numbers, with each letter or digit chosen at random. This initial password shipped with your router is an example of a good password. The initial password is printed on the serial number sticker on the side of the router. The letters in the password are case sensitive and the initial password provided on your router is in upper case.

If you wish to change your wireless password, try to pick a password similar to your router's initial password. You should include at least one letter and at least one number in your password. It is recommended that the password should be at least sixteen letters and numbers, with no spaces or special symbols. However, you can shorten the password at your own risk. At a minimum there has to be 8 characters and a maximum of 63 characters used.

### **Here are some suggestions to help you choose a safe password:**

- The password must be 8 to 63 ASCII characters long, and it is highly recommended to use 16 or more.
- DO use a longer password, and write it down somewhere safe. A short password is easier to remember, but also much easier for attackers to guess. It is OK to let your PC save your wireless password so you don't have to remember it.
- DO NOT use anything directly related to you, such as your street address, phone number or car license plate.
- DO NOT use the name of any person or place in your password. The attackers know all the common names.
- DO NOT use a common phrase or sentence.

## **Speed test results**

How fast is your connection?

Find out anytime at [verizon.com/bizfiiosspeedtest](https://www.verizon.com/bizfiiosspeedtest).

# Welcome to Verizon Fios for Business

## It's as easy as 1, 2, 3.

You've made a great choice by subscribing to Fios by Verizon®.

Our user guide has been designed so you can enjoy all the power of fiber-optics as quickly as possible.

Each section is color-coded for easy navigation. Simply pick a number.

## Let's get started.



Fios Internet



Fios TV



Fios equipment

## Contents

### Fios Internet & TV for Business

User Guide .....	1
Welcome to Verizon Fios for Business .....	5
<b>Fios Internet.....</b>	<b>8</b>
Welcome to Fios Internet for Business .....	9
Getting started – Verizon’s My Business Account .....	10
Solutions to enhance your Verizon Internet experience.....	11
Verizon Small Biz Rewards .....	12
Verizon Discount Program.....	14
Verizon Websites .....	15
Verizon Internet Security Suite Multi-Device for PC and Macs. ....	19
Verizon Internet Security Suite Multi-Device for Android smartphones and tablets. ....	20
Verizon Cloud .....	21
Mobility service.....	22
Business network connections.....	23
Troubleshoot .....	26
Your business wireless network.....	30
Additional assistance.....	31
<b>Fios TV .....</b>	<b>32</b>
Welcome to Fios TV for Business.....	33
Verizon Fios TV remote .....	34

Here's how to set up your Fios TV remote .....	35
Learn the basics of your remote.....	36
If you have a DVR .....	37
Fios TV remote .....	38
Blocking Controls, Widgets.....	41
Recording TV shows.....	43
Series Manager .....	44
Recording Pay Per View programs .....	44
Review, cancel or delete scheduled recordings .....	45
Controlling Live TV with the DVR.....	47
Multi-room DVR.....	49
Favorite channels .....	51
Support .....	51
Additional assistance.....	55
<b>Fios equipment .....</b>	<b>56</b>
Battery backup unit indicator signals.....	60
Battery backup unit audible alarms .....	61
Verizon Fios router .....	61

# Fios Internet



# Welcome to Fios Internet for Business.



## The power and performance you need to succeed.

Feel like someone hit the fast-forward button on your business? Actually, it's your email and data files moving at blazing-fast, fiber-optic speed. It's the power of Verizon Fios Internet for Business.

Beyond amazing speed and performance, Fios also brings you many business-boosting enhancements. Verizon Internet Security Suite helps keep your confidential data confidential. Verizon Cloud gives you a safe place to automatically back up your data. And Verizon Wi-Fi keeps you connected at thousands of hotspots nationwide so you'll never miss an opportunity to do business.

Plus, Verizon Fios services help you stay ahead of the competition. Verizon Websites make it easy to create and maintain your own powered business website.

Your business is now powered by the network that's light years ahead. And backed by the provider you can count on year after year.

Note: Some enhancements may include additional costs.

# Getting started – Verizon's My Business Account

My Business is the one place to manage all your Verizon phone, internet, TV and application services, as well as get rewards, discounts, support and business insights. Your online business account is information central.

## **Think of it as a one-stop resource where you can:**

- View, print and pay your bills.
- View and manage your Verizon online account from any PC, any time.
- Manage one or more accounts.
- Enjoy one-click access to your Verizon online applications.
- Enjoy special members-only offers, get discounts and join our free rewards program created only for Verizon's small business customers.
- Get business tips and best practices to grow your business on the Verizon Small Biz Blog and get updates on the next live webinar featuring small business experts.
- Find support FAQs and troubleshooting tips and tools .

Go to [verizon.com/mybusiness](http://verizon.com/mybusiness) to get started now.

# Solutions to enhance your Verizon Internet experience.

## Different businesses have different needs.

Verizon provides you with a suite of tools to develop and manage your business.



### Grow

- Verizon Websites
- Verizon WebListings
- Verizon Discount Program
- Verizon Small Biz Rewards



### Simplify

- Verizon Merchant Services
- Wi-Fi Hotspots



### Protect

- Internet security multi-device
- Verizon Cloud



### Support

- My Business Account
- Online help and tools
- Order status
- Premium Technical Support

Learn more at [www.verizon.com/smallbusiness/products/business-apps/](http://www.verizon.com/smallbusiness/products/business-apps/)

# Verizon Small Biz Rewards – a free program developed for businesses like yours.

**Earn and redeem points for great rewards you can use for your business, your employees or your best customers.**

## **How it works.**

- Every month you'll earn 1 point for every dollar of qualifying charges spent on phone, long distance, high speed internet, Fios Internet and Fios TV services – up to 500 points per month.
- Earn additional points by taking an online survey, telling us more about your business, shopping the online mall and signing up for new Verizon services.
- When you join, you'll earn 250 points.\*

## **It's all about rewards.**

- Use your points for great gift cards from popular retailers and restaurants like Staples® and Starbucks.
- Order the reloadable Small Biz Rewards prepaid MasterCard®<sup>+</sup> with the points you've earned. Then use your points to reload the card balance again and again.

## **Signing up is easy.**

Visit [smallbizrewards.verizon.com/fiosguide](http://smallbizrewards.verizon.com/fiosguide) or call 1.866.576.7595, Monday – Friday 8:30 am – 10:00 pm ET. A customer service representative will be happy to assist you.



# Small Biz Rewards is now part of My Business Account.

With My Business Account, you can manage your Verizon phone, internet, TV and application services in one place – including your rewards, using one user ID and password.

## With these online enhancements, you can:

- Review your account.
- Manage your services.
- Pay your bill.
- Get great discounts.
- Send email.
- Set up your apps.
- Use online technical support.
- And access your rewards.

\*Members in the Small Biz Rewards program earn 1 point per \$1 spent on their qualified monthly Verizon charges, up to 500 points per month. Qualified charges are landline phone, long distance, High Speed Internet, Fios Internet or Fios TV. Reward program is only available to Verizon Small Business customers that subscribe to 1-20 phone lines (wireline only), High Speed Internet, Fios Internet service(s) and/or Fios TV in select states. Program terms apply.

Verizon Small Biz Rewards is a program provided by Verizon. Staples is neither a sponsor of Verizon Small Biz Rewards nor an affiliate of Verizon. See Staples Gift Card for complete terms and conditions of use.

†Prepaid cards are issued in connection with a loyalty, award or promotion program. Prepaid card is issued by MetaBank®, Member FDIC, pursuant to license by MasterCard International Incorporated. MasterCard is a registered trademark of MasterCard International Incorporated. No cash access or recurring payments. Card valid for up to 36 months, funds do not expire and may be available after card expiration date, monthly card account management and post-expiration card re-issuance fees may apply. Card terms and conditions apply, see MyPrepaidCenter.com/site/mastercard-univ.

The Starbucks word mark and the Starbucks Logo are trademarks of Starbucks Corporation. Starbucks is also the owner of the Copyrights in the Starbucks Logo and the Starbucks Card designs. All rights reserved. Starbucks is not a participating partner or sponsor in this offer.

The listed merchants are in no way affiliated with Verizon, nor are they to be considered sponsors or co-sponsors of this program. Retailers are not liable for any actual or alleged claims related to this offer. Please visit [smallbizrewards.verizon.com](http://smallbizrewards.verizon.com) for complete merchant terms and conditions.

# Verizon Discount Program

## **Must-have discounts on every day must-haves.**

With the Verizon Discount Program, you'll get access to savings and discounts tailor made just for Verizon customers. From FedEx to Staples, you'll save money in the areas that matter most to you.

## **How it works.**

The Verizon Discount Program offers Verizon business customers the chance to save big from companies such as Staples, FedEx and Chase. Start saving today.

## **Signing up is easy.**

Visit [Verizon.com/bizdiscounts](https://www.verizon.com/bizdiscounts).

## Verizon Websites

Give your small business the internet presence it needs with Verizon Websites. It's the easy and affordable way to put your business on the Web.

With WebListings, list your business on Google™, Yahoo®, Bing™ and over 100 other search sites, including local ones for your area. Start attracting new customers to your business or website — you don't even need to have a website to subscribe today.

To activate your business website or WebListing, simply go to [verizon.com/mybusiness](http://verizon.com/mybusiness).

You can find out more, or add this feature to your Fios Internet for Business service anytime by calling 1.800.Verizon (1.800.837.4966).

Learn more at [verizon.com/bizsites](http://verizon.com/bizsites).

# Build a customized website and get your business noticed.

## Easy to build. Easy to update.

Quickly and easily create a customized site.

## Track customer activity.

Learn how your visitors find your site and what they do once they get there, with easy-to-use tools.

## Make it simple for customers to find you.

Get listed on over 100 search sites, like Google™, Yahoo!® and Bing™.

## Speak with a web advisor.

Our advisors are ready to answer questions and help set up your site.

## Just a few easy steps, and you're in business:

1

### Choose a design.

Pick from 2,000+ professional templates created to give your business a high profile.

2

### Customize it.

Quickly add your own logo, graphics and text. Just drag and drop to create the perfect site.

3

### Pick your website address.

Make it easy for customers to find you with a memorable name. We can help.

4

### Publish it.

Click one button to publish your fully functioning site online. We'll host it for you.



# Verizon Internet Security Suite Multi-Device powered by McAfee

## Help protect against today's online threats.

Unlimited cross-device protection for all your eligible devices.\*

For PCs, Macintosh® and Android smartphones and tablets. The more you work online, the more vulnerable you are to viruses, malware and hackers. All the more reason you need the everyday protection of Verizon Internet Security Suite Multi-Device. It's simple to download and easy to manage right from your desktop. VISS Multi-Device protects your data, identity and all your eligible devices. VISS Multi-Device enables you to search, transact, access the web and share your digital files with confidence. You live and work in a digital world. We help to keep it secure.

## Two-way firewall protection

Help keep unauthorized users out of your network and business with desktop firewall tools. Desktop firewall monitors, controls and logs your PC network activity to help you maximize your PC security solution.

- Notifies you anytime an application tries to access the internet.
- Rejects inbound intrusions before they touch vital PC functions or data.

\*Subject to limitations on reasonable use and purpose of the product.

## **Anti-virus**

A virus can bring your business to a grinding halt. That's where our anti-virus software comes in. It delivers live, 24/7 service to help keep your work flowing and your business moving.

- Helps detect and remove malicious known viruses, worms and Trojans, and cleans all affected files.
- Automatic behind-the-scenes updates every day.

## **Anti-spyware**

Anti-spyware helps ensure that the only eyes looking at your business information are yours and those of your authorized users.

- Powerful, up-to-date protection that automatically detects and eliminates a broad range of tracking software.
- Helps keep your personal information personal.

Note: Verizon Internet Security Suite is subject to customer agreement. No PC protection tool can provide absolute protection. Based on Fios package selected, Internet Security Suite for one PC included. Other terms and restrictions apply.

# Verizon Internet Security Suite Multi-Device for PC and Macs.

## Includes, but not limited to:

- Anti-virus, anti-spyware, anti-phishing — Helps to detect, block and remove viruses, spyware and adware. McAfee technology scans your system and blocks spyware and viruses before they can install and spread.
- Firewall — Set up your firewall so you can use the internet 24/7 to help prevent hackers from accessing your computer.
- Identity protection — Helps you to shop, bank and trade online safely.
- Web Advisor — Helps you to safely search and transact online by providing you with color-coded ratings to warn you about risky Websites.
- Anti-Spam (PC Only) — Powerful industry- grade spam protection helps keep your inbox free from unwanted, fraudulent, offensive and phishing emails.
- Network monitoring — Alerts you when intruders connect to your business network.
- SafeKey — Password Manager allows a user to easily and securely manage passwords by creating one unique password to be used across a user's favorite and most widely frequented websites. Eliminates password hassles across all your devices.

# Verizon Internet Security Suite Multi-Device for Android smartphones and tablets.

## **Includes:**

- Real-time protection against mobile viruses and spam.
- Help to safeguard your Android device against risky apps that can cause data loss.
- Lock your apps so they can't be accessed by other people using your phone.
- Call and SMS filtering – Easily filter out spammers, incorrect numbers, and unwanted SMS and MMS messages.
- Remotely locate, lock and wipe – allows a user to remotely locate a mobile device via GPS, then lock the lost or stolen device or even wipe the phone clean of contacts, photos, calendars, text messages and the SD card.

## **Included support:**

- 24/7 technical support for the life of your subscription.
- Virus removal service.

To get more information on security tools or to sign up, go to [verizon.com/bizsecurity](http://verizon.com/bizsecurity).

# Verizon Cloud

## **For PC and Macintosh, iPhone and Android devices.**

If you are like most small businesses, your computer has lots of financial and customer data, regulatory records and important marketing documents saved to it.

Once configured by you, Verizon Cloud will automatically back up those important files in the cloud storage for you. Your content will be stored in an online cloud storage solution and can be accessed by you or others you designate, from any computer with an internet connection.

If your computer is stolen or damaged, you have access to your backed-up data on the cloud storage we provide you.

Verizon Cloud is great for collaborating with partners, suppliers and your own employees. You can even re-image your computer.

Our most popular option allows you to back up and share up to 75GB of data – comparable to 75 pickup trucks filled with documents and files.

To learn more about available features, packages and discount pricing, etc., visit [verizon.com/bizbackup](http://verizon.com/bizbackup).

# Mobility service

## Working on the road. Never out of touch.

### Verizon Wi-Fi Hotspots.

When you're on the go, you can now get access to Wi-Fi service and stay connected at thousands of hotspots nationwide for no additional charge. You're just a click away from customers, vendors, coworkers and the latest news.

- Log in to My Business Account at [verizon.com/mybusiness](http://verizon.com/mybusiness).
- In the left-side navigation bar, click Verizon Wi-Fi within My Apps.
- Click Verizon Wi-Fi Registration and follow the prompts to create your Wi-Fi ID and password. Only primary My Business Account users can add a new Wi-Fi account.
- Click Download Wi-Fi Connect to download Verizon Wi-Fi Connect. This will allow you to use eligible Wi-Fi hotspots.

Online help documentation is also provided.

Verizon Wi-Fi is available with all Fios and High Speed Internet packages at designated locations. The service requires Windows 8/8.1 (32-bit or 64-bit), Windows 7 (32-bit or 64-bit), or Windows Vista (32-bit or 64-bit). Verizon Wi-Fi is not available on Macintosh or Windows XP operating systems. ©2016 Verizon.

# Business network connections

An essential part of your Verizon Fios service is a router. A Verizon router is recommended to ensure all features and services are available. The Verizon router allows you to create a business network so that multiple computers can be online at the same time. This can be done on either a wired or a wireless connection.

## Setting up a wired connection.

- Connect one end of an Ethernet cable (Ethernet cable looks similar to a regular phone jack, but is slightly larger) to the back of your computer and the other end to the yellow port on the back of your router (tip — make sure it's in the yellow port).
- Once connected, you're ready to open up your internet connection.

## Setting up a wireless connection.

If you have a wireless business network, here are some tips you should consider to get the most out of your network:

- Place your wireless router at least 10 feet from cordless phones or microwaves to avoid potential interference.
- If you have thick/dense walls or your network needs to span a large physical distance, place the wireless router as high as possible and to the center of the structure.
- If you want to access your service outside, place the wireless router near a window.
- Keep the wireless router away from any large metal objects, as these will hinder its range.
- Use the same operating system, such as Windows 7 or 8, on all computers connected to your business network.

Newer versions of Windows are designed with features and setup wizards specifically for business networking.

- Secure your wireless network using the WPA2 security key.
- Get support at [verizon.com/bizsupport](http://verizon.com/bizsupport).

### **If you prefer a manual setup, follow these steps:**

1. Verify that your wireless signal is turned on.

Note: Some wireless laptops may have a physical button that enables and disables the wireless networking card. Refer to the owner's manual if unsure of its location.

2. To ensure you have sufficient signal strength to connect to the router, move your computer or other devices closer to the router in order to connect.
3. Use these steps to connect to your router.
  - Click on the Start button (located in the left-hand corner of the screen).
  - Click on Settings, Control Panel, Network and Internet, Network and Sharing Center, Connect to a Network.
  - In Network Connections, look under LAN or High Speed Internet to find the icon which represents your wireless connection.
  - If your wireless connection shows "Not Connected," select "Get Connected". If your wireless network connection shows "Disabled," right-click the icon and select "Enable".
  - Double-click on the Wireless Connection icon. Look for your router's SSID name (this number can be found on the sticker that's located on the back of your router or on the Quick Reference Guide that's included in your Fios Welcome Kit).



- Double-click on your SSID name. Wait two minutes so Windows can connect to the router.
- Next, you will be asked to enter your network key. Your network key is the WPA2 key (this can also be found on the sticker that's located on the back of your router or on the Quick Reference Guide that's included in your Fios Welcome Kit).
- When prompted:
  - a. Enter the WPA2 key.
  - b. Click on Connect. It will take two minutes for your computer to connect to your router (you'll see a status window saying Connected).
  - c. Once connected, you have successfully set up your wireless business network.

Note: The Fios Quantum Gateway (FQG) is a dual band router and contains two separate Wi-Fi networks (2.4GHz and 5GHz bands). Each have their own naming convention. The FQG also has a Guest Wi-Fi feature that allows customers' guests to connect from their wireless devices while on site. For details and instructions on the Fios Quantum Gateway, visit [verizon.com/bizfiosquantumgateway](http://verizon.com/bizfiosquantumgateway).

# Troubleshoot

## My computer occasionally loses its connection to the internet. How can I fix it?

- Check the Coaxial or Ethernet connection between your computer and router.
- Check the connections between your router and wall jack.
- Make sure your router power cord is properly plugged in.
- Disconnect your power cord, wait a few minutes, then plug it in again.
- If you have a wireless connection, make sure there is no interference (2.4 GHz phones, microwaves, fluorescent lights) between your computer and router.
- Try moving your computer closer to the router for a stronger signal.

## How do I reboot my router?

Most issues can be resolved by rebooting your router. Just unplug the power cord to your router, plug it back into the electrical outlet and wait 30 seconds. Check to see if this resolves the trouble.

Always reboot your router first — that might be all that is required to correct the problem.

## How do I “factory reset” my router?

If rebooting your router did not fix the issue, you can try a factory reset:

- Using the tip of a ballpoint pen or pencil, press and hold the Reset button on the back of your router for three to five seconds.
- You will see the lights on the router flicker, or turn solid red.
- Once the lights return to normal, try to connect as you normally would.

Note: Any setting changes you may have made to the router will be lost.

## **I forgot my Verizon account username and password. What should I do?**

- If you know your Verizon Online username and the answer to your secret question, but forgot your password, use the Verizon Online Password Reset Tool at [verizon.com/bizsignin](http://verizon.com/bizsignin).

## **My service seems slow. What can I do?**

- Clear your temporary internet files by clearing the cache on your browser. Here's how to do it for Microsoft Internet Explorer:
  - a. Select Tools.
  - b. Select Internet Options, Delete Files, then click OK in the Delete Files box.
  - c. Click OK to close the Internet Options window.
    - Reboot your computer.
    - Make sure your anti-virus software is running and that it has the most recent updates.

## **I'm having trouble installing Verizon Fios Online software. What should I do?**

- Make sure you have closed or exited all programs.
- Temporarily disable anti-virus or fax software.

## **I can't send or receive email.**

- Double-check to ensure that the email address has been typed correctly.
- Check to see if you have an active internet connection by opening the home page in your Web browser.

## **I can't connect to the internet.**

Most issues are resolved by rebooting your router, either by using the power switch or unplugging it from the power source — and then waiting 30 seconds.

If that doesn't work:

- Check the Ethernet connections between your computer and the router and between your computer and the wall jack. (Remember, your PC should be connected to the yellow port on the back of the router.)
- Make sure that your router power cord is securely plugged in.
- Try rebooting your computer.
- Power-cycle your router by first disconnecting the power cord, waiting a few minutes, then reconnecting the power cord.
- Check to ensure that your firewall software is not blocking your internet access. Refer to your firewall software user guide.
- Try “factory resetting” the router (see instructions on pages 26 and 27).

## **What is the difference between Dynamic IP and Static IP addresses?**

To communicate on the internet, computers or other devices must have an IP address. IP addresses are either Dynamic or

## Static.

- If you have a Dynamic IP address, a new IP address is assigned to your computer each time you connect to Verizon Broadband. When you close your internet connection or turn your computer off, your computer releases the temporary IP address. Most business owners who connect to the internet to collect email, browse websites or make transactions online use Dynamic IP addresses.
- A Static IP address gives you a permanent home on the internet, with a numeric address that uniquely identifies your business and is always dedicated with the same computer. Static IP addresses don't change. This is because the global DNS (Domain-Name Service) record matches your domain to your IP address, enabling computers around the world to go to your IP address when a request pertaining to your domain is made.

Important – Before you add more Static IP addresses:

If your business uses Static IP addresses and you wish to increase the number of Static IP addresses you purchase (i.e., if you go from a block of five or more IPs, or if you go from a block of five IPs to a block of 13 IPs, etc.), your IP addresses will change. Static IP addresses are assigned in sequential order. If you increase the amount of Static IP addresses, then you will be assigned a new sequence of IP addresses, which will require a change to your router configuration. When you place your order for an increased number of Static IP addresses, you will be informed of your new IP address range and the date on which the new IPs will be available. It is your responsibility to reconfigure your business equipment.

# Your business wireless network

## What things should I keep in mind?

- Wireless routers generally have a range of 100 to 150 feet; that can vary based on the construction of your building.
- Setting up is easier when all your computers use the same operating system.
- Newer versions of operating systems, like Windows 8 and Windows 10, have features and setup wizards that also make it easier.
- Make sure your wireless router is at least 10 feet from devices that could interrupt the signal — 2.4GHz phones, microwaves, fluorescent lights — and away from large metal objects.
- Position computers to receive the router's signal through a wall, rather than around a corner.
- Minimize the number of walls your router has to send its signal through.
- Position your wireless router as high and as close to the center of your business as possible.
- Placing your router near a window will allow you to access the network outside your business.
- Remember to secure your network by using the WPA2 Key.
- Expand the reach of your Fios wireless network with a Fios Network Extender. For details visit [verizon.com/bizfiosnetworkextender](http://verizon.com/bizfiosnetworkextender).

## **Additional assistance**

Verizon makes it easy to get the help you need. Just click on the Help and Support icon on your desktop or go to [verizon.com/bizsupport](https://www.verizon.com/bizsupport).

Still need help? Call us at 1.800.Verizon (1.800.837.4966).

**Fios TV**



# Welcome to Fios TV for Business



## You've never seen anything like this.

You've read the reviews. Heard the buzz. Seen the awards. And the ridiculous adjectives used to describe Fios TV. Don't they seem a little over the top?

Only to those who haven't experienced Fios TV for themselves.

After all, Fios TV delivers mind-blowing picture and room-shaking sound (as some have said). Now imagine that, on hundreds of channels, thousands of On Demand titles and with every show and movie you record.

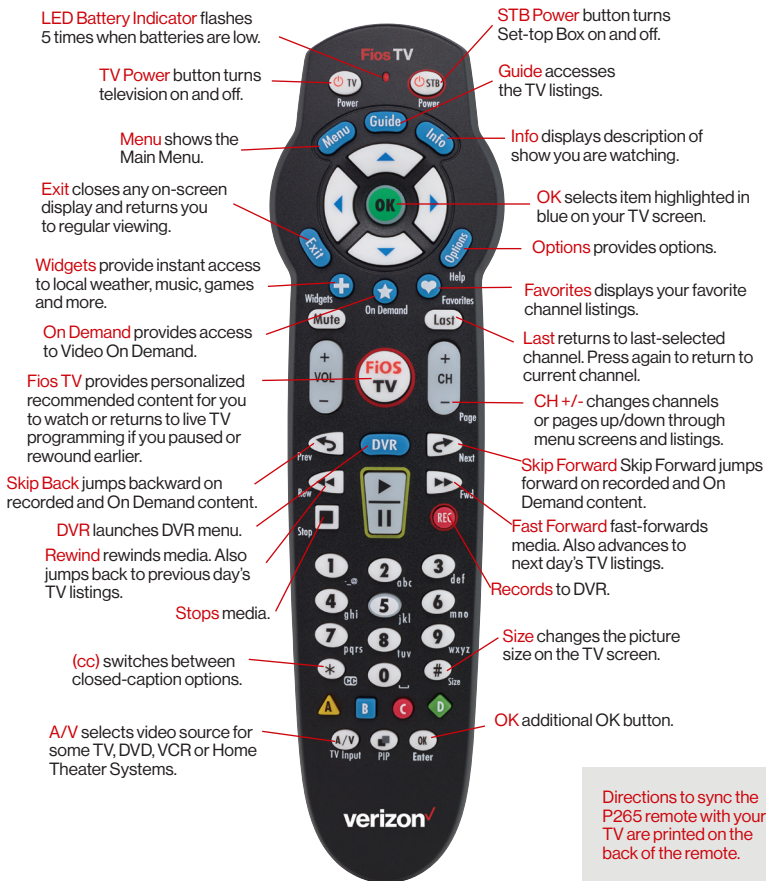
But it's more than just incredible TV. Groundbreaking features and extras give you more entertainment and information than you've ever had before.

Plus your powerful Fios TV remote puts it all at your fingertips. Ready to take a quantum leap? Here we go.

# Verizon Fios TV remote



## It has everything you need to do it all.

This is Fios TV. It's so easy, all you have to do is "press the button." These are the buttons and what they do.



# Here's how to set up your Fios TV remote

The instructions in this booklet will work with our current remote controls — the P265. If you have another remote control, please refer online to set up your remote at [verizon.com/bizfiostvhelp](http://verizon.com/bizfiostvhelp). You can also watch Help Videos on channel 131.

1. Turn on your TV and the Fios TV Set-Top Box. Make sure you can see live TV.
2. Press and hold the “OK” and “Fios TV” buttons together then release both buttons. The red LED light blinks 2 times and then stays on.
3. Press and hold the “Play” button.  The remote control tries a new TV code every second. The red LED light blinks each time a new code is sent.
4. When the TV turns off, release the “Play” button  immediately.

NOTE: Some TVs may respond slower than others. If necessary, you can press the Ch+ and Ch- buttons to go forward or backward one TV code at a time.

5. Test your remote to ensure it is working properly:
  - Turn on the TV by pressing the “TV” button on your Fios TV remote.
  - Press the Vol+ and Vol- buttons to ensure that you can control the volume.
  - Press the “Mute” and “A/V” buttons to ensure they work.

If any of these buttons do not work, press and hold that button. Release the button as soon as it works.

6. If all the buttons work, press “OK” to this TV remote code. The red LED light blinks 3 times and then turns off. Your remote control is now programmed.

For additional information on device codes, refer to the Fios TV Remote Control User Guide that came with your remote.

## Learn the basics of your remote.

Your new remote can be used to control your Set-top Box and your TV. The choice is yours.

- Press TV power button to turn TV power on and off. Remote must be programmed to operate your TV.
- Press the “STB” power button at the top of the remote to turn power on and off. Comes pre-programmed.
- Press the “CH+” button to see the next higher channel.
- Press 131 then “OK” to tune to Channel 131.
- Press the “Last” button to return to the last channel.
- Press the “Info” button to see information about the current program.
- Press the “Guide” button to see a list of TV programs.
- Press the “Exit” button to return to TV watching.
- Press the “Menu” button to launch the Fios TV Main Menu. From here you can access all the features of your Fios TV service.
- Use the arrow keys to navigate through this menu.

Note: If LED light flashes 5 times, batteries need to be replaced.

## If you have a DVR

If you have a set-top box with a built-in DVR, you have special button functions. Here's what they do:

- The “DVR” button displays your list of recorded programs.
- The “Pause” button is a rocker button. Press the lower half of the button to pause the program. Press the upper half of the button to continue to play from where you left off.
- The “Skip Back” button jumps back a few seconds in the program you are watching.
- The “Skip Forward” button jumps forward in the recorded program you are watching.
- The “Record” button records the current program.

Note: DVR is not available to all business customers.

### Tips:

- The remote will exit the programming mode after 20 seconds if no keys are pressed.
- Directions to sync the P265 remote with your TV are printed on the back of the remote.

### Getting help.

Need help or have Fios TV questions? Three ways Verizon makes it simple.

1. Tune to Channel 131 for answers to many of your questions.
2. Visit us online at [verizon.com/bizsupport](http://verizon.com/bizsupport).
3. Help Videos – Press Menu on the remote control and scroll to Customer Support then Help Videos.

# Fios TV remote – your interactive media guide

Prepare to be amazed by the power and control you have with your remote. Your remote is a powerful interactive media guide.

Starting now, you will be served a wealth of media choices onscreen, just by using your remote.

Take your Fios remote in hand and command it all.

Surf, record, order movies. Discover new and convenient ways to find what you're looking for — by title, by actor, or by scheduled time.

Add Fios<sup>SM</sup> TV Widgets for customized, real-time information — local weather, entertainment and more.

With your Fios TV remote, it's easy.

Which means there's nothing to stop you from getting what you want, when you want it. You'll see.

## You may be using our classic remote.

The classic P144 has four buttons at the top instead of two. Whichever model you're using, the programming instructions are the same.

How do you tell which remote you have?

The new P265 has "Fios TV" printed at the top (shown to the right), the classic P144 does not. You can purchase either remote at [verizon.com/smallbusiness/fios-accessories](http://verizon.com/smallbusiness/fios-accessories).



# Video On Demand and search

## Video On Demand

Just click the “On Demand” button or go to Channel 900, and you’ll enter a world of endless movies. Search by category, by keyword or by actor. You’ll see our “featured titles” right up front with the hottest releases and favorites. Our poster view makes for easy recognition. And if you still can’t decide, just watch a preview. Sit back and watch your movie with Fios-quality picture and sound.

## Pay Per View

The latest hit shows and events, such as concerts and wrestling matches, are yours at the push of a button with your Fios TV remote. To see what’s playing and to order, press the “Menu” button on your remote, and:

- Scroll down to Pay Per View.
- Highlight a title in Upcoming Shows.
- Press “OK”.
- Follow the instructions to purchase.

Note: DVR subscriptions, Pay Per View and Transactional Video on Demand are not available to all Business Customers and may not be exhibited by any customers to the public or patrons. Private Viewing Business Customers must enter online confirmation of the Terms of Service and Private Viewing Conditions in order to purchase Video on Demand and Pay Per View programming.

Business customer must call 1.800.Verizon to order additional premium channels like HBO, Cinemax and International channels as Self-Serve ordering is not available.

Note: Premium Channels are not available to all Business Customers.

If you've prepurchased a presentation, you can easily set a reminder so you don't miss a minute of it.

Just go to the Main Menu and:

- Select the event through Search or with the Guide button.
- Select Set Reminder on the event information screen.

## **TV listings search**

What was the comedy with the two mismatched roommates? Or the name of the guy who played Igor? Find that movie, show, favorite actor, play or presentation in seconds. Simply use the on-screen keypad, scroll wheel or cell phone pad. Type in a keyword (or just initials, if that's all you know). Our Global Search will tear through.

Need Help? Press the "Main Menu" and select "Customer Support".

TV DVR listings, High-Definition Video On Demand and Pay Per View\* and give you results by:

- Category (movies, children, sports, music).
- Keyword (program title, actor, topic).
- Content type (TV listings, PPV, DVR, HDTV and VOD).

\*Your search may find programming to which you are not subscribed.



# Blocking Controls, Widgets

The Fios TV guide provides the ability to control and manage the programs and content that come into your business.

With Blocking Controls, it's easy to:

- Selectively block programming by channel or rating.
- Selectively block Pay Per View and all purchases.
- Set up two different user-defined PINs (one to block programs and one for purchases).
- Hide adult programming from the TV Listings.
- Use On/Off quick settings to temporarily disable blocking controls without losing your settings.

When programs with a particular rating level are blocked, the Fios TV Guide automatically blocks the higher ratings.




Also, if you have the DVR Set-top Box, programs recorded with a PIN require the PIN to be entered in order to play back the recorded program.

## Tip:

- Go to Main Menu, scroll down to Settings, System and Parental/Purchase.

## Widgets

These handy little windows can give you up-to-the-minute information in your area — weather, entertainment and more. Setting them up is easy:

- Press the  button on your remote to launch the Main Menu.
- Enter your ZIP Code using the remote's buttons.
- Press "OK".
- Choose the Widgets you want the first time you use Widgets.
- Press  or  to turn the Widgets on or off.

### Tips:

- You can set up two separate PINs: one to block programming, the other to block purchases for VOD, PPV, packages or premiums.
- You can temporarily disable the blocks by using the On/Off quick setting. Your settings will be saved.
- You can record shows/movies on your DVR Set-top Box using a PIN, but you'll need the PIN to play them back.

Need Help? Press the Main Menu and select Customer Support.






# Recording TV shows

## To record a show that's currently playing.

- Press the  button on the remote.

Got to the show late? No problem. If you start recording after the show has started, the DVR will actually record the show from the beginning as long as the channel you wish to record is preselected.

## To schedule recording of an upcoming show or series.

- Press "Menu" on your remote
- Go to Guide or use Search to find the show
- Use the  and  to highlight the show you want to record
- Press : a green check will appear next to the show
- Press  a second time to record a series
- Press  a third time to cancel a scheduled recording


## Series Manager

This smart feature ensures that all the shows are recorded, even if the show's time slot or length is changed by the broadcaster. The folder with a red dot tells you the Series Manager has been scheduled. It will enable you to:

- Record only first-run episodes.
- Add extra time before and after a show.
- Permanently save a show.
- Rank the series you want to record.

Note: DVR Service is not available to all Fios TV Business customers.

## Recording Pay Per View programs

This is an option available on some Pay Per View programs. Press  when the Pay Per View program begins. If you'd prefer to automatically record future Pay Per View shows, choose the Purchase and Record option when you select a show. Then enjoy it anytime you'd like.

### Tips:

- Typically your DVR is designed to record up to about 85 hours of standard-definition and 15 hours of Hi-Def TV programming, however recording times may be greater with newer DVR models.
- Programs recorded in Hi-Def can only be played back on remote Hi-Def set-top boxes.

Note: DVR Service and the ability to purchase Pay Per View are not available to all Fios TV Business Customers.

# Review, cancel or delete scheduled recordings of shows

## Reviewing scheduled recordings

Simply press **DVR** button on your remote or select **DVR** from the Main Menu. You'll see the list of shows you've scheduled to be recorded under Scheduled Recordings. If you've scheduled to record a series, choose Manage Series Recording and you'll see them listed. As a helpful reminder, you'll also see how much recording time you have left.

## Cancelling scheduled recordings

It's easy to undo what you've done. Just:

- Select "Scheduled Recordings" from the DVR menu.
- Highlight the program you want to cancel.
- Press "OK".
- Then press "Cancel".

## Playing a Recorded Show

Here's all you have to do:

- Select "View Recordings" from the DVR menu.
- Highlight the program you want to watch.
- Press "OK".
- Then press "Play."

Note: DVR Service is not available to all Fios TV Business customers.

## Deleting or saving a recorded show.

Use these buttons to control playback of a recorded program. You can easily vary the rewind and fast-forward speeds.

- Press once for 3 times the speed.
- Press twice for 15 times the speed.
- Press three times for 60 times the speed.
- Press four times for 300 times the speed.

Note: DVR Service is not available to all Fios TV Business customers.

To delete, select “Recorded Programs” from the DVR menu. Press “C” to delete or press “OK” to View info and “OK” to Delete.

Once the recording space is full, the DVR will automatically delete the oldest shows to make room for new recordings. If there’s a show you want to be sure isn’t deleted, select Recorded Programs from the DVR menu, highlight a program you want to save, then select Protect.



# Controlling Live TV with the DVR

## Controlling live TV.

With Fios TV, you can control live TV in some cool new ways.

- Pause the current channel being viewed.
- Switch to another channel.
- Go back to the previous channel.
- Resume viewing the program that was previously paused.

You can continuously switch between two channels, pausing, fast-forwarding and rewinding on both channels. Fios TV lets you control live TV in the ways described below.

## Pausing or resuming live TV.

Press the Pause button once to freeze the action. Press Play to resume the show.

## Rewinding live TV.

Press the “Rewind” button to go back to any part of a show already stored. Then press “Play” and resume watching the show. While you’re doing this, you won’t miss a thing because the DVR will continue to store the show.

## Fast-forwarding live TV.

Press the Fast-Forward button to skip past a previously viewed portion of a live TV show. Then press “Play” to resume watching.

## **Watching in slow motion**

Want to see if the receiver really caught the ball and stayed inbounds? Want to catch something you missed in the background? Press Pause then Skip Back or Skip Forward to see the action in slo-mo, frame by frame.

## **Instant replay**

Why should the sports broadcasters have all the fun? With Fios TV, you can do your own instant replay. Press the Skip button to view the previous 10 seconds of a show you're watching live or have recorded.

## **Resume watching live TV**

If you're watching a live program delayed by pausing or rewinding live TV, press the Fios TV button and you'll jump forward to the point in the show currently being broadcast.

## **Status bar**

Whenever you pause, fast-forward or rewind a live or recorded program, this helpful feature appears. It shows you how much of a current show is stored in memory, what point of the show you're watching now and how far behind the live broadcast you are.

Note: DVR Service is not available to all Fios TV Business customers.



# Multi-room DVR

## Consider it the ultimate upgrade.

The Multi-Room DVR allows you the freedom to enjoy everything that you record. It's simple, flexible and convenient.

## Multi-room DVR.

This has all the features of our standard DVR but lets you view what you've recorded in multiple rooms. With the Multi-Room DVR, you can:

- Watch what you've recorded on up to 2 additional set-top boxes at the same time.
- Watch the same program in 3 different rooms.
- Watch different programs in 3 different rooms.

## Accessing what you've recorded from set-top boxes.

It's easy to spread the fun and entertainment around. After you've recorded on your Multi-Room DVR, simply:

- Use a remote Set-top Box (a box in another room of the business).
- Choose DVR from the Menu.
- Select a program using the arrow keys.
- Press OK.

You'll be able to use your normal DVD playback controls (Pause, Rewind, Fast-Forward) on your remote. When you're done watching a recorded program, just press the Stop button

## Multi-Room DVR blocking controls

Blocking controls for remote set-top boxes only manage live TV viewing. Blocking controls for watching recorded programs on remote set-top boxes are set up on the DVR by creating a PIN.

A PIN must be set up for each set-top box.

### Good to remember.



- Your Multi-Room DVR will support up to 6 additional set-top boxes.
- Remote set-top boxes cannot pause or rewind live TV. Program recordings cannot be set from remote set-top boxes, only from the DVR.
- Two set-top boxes at most can access recorded content from the DVR at the same time. An error message will flash if 3 or more try.
- You cannot delete content from the DVR while another Set-top Box is accessing that content.

Note: DVR/Multi-Room DVR Service is not available to all Fios TV Business customers.

Need Help? Press the Main Menu and select Customer Support.

## Favorite channels

You can easily create and use a list of your Favorite Channels:

- Select Menu on your remote.
- Select Settings from the Main Menu, then System.
- Select Favorite Channels.
- Highlight them using the  and  buttons.
- Press OK to add or remove channels.

To access your favorite channels, press the  button. Scroll using the  and  buttons and click OK after highlighting the channel you want to watch.

Get a current list of all Fios TV channels at [verizon.com/bizfiostvchannels](http://verizon.com/bizfiostvchannels).

## Support

### Quick Tips

You can always find help by visiting [verizon.com/bizsupport](http://verizon.com/bizsupport). Here are some Quick Tips to get the help you need.

Most Fios hardware issues can be solved by rebooting your router.

- Unplug the power cord to your router, plug it back into the electrical outlet and wait 30 seconds. Check to see if this resolves the trouble. If the problem was missing guide information, it may take about 5 minutes for the guide to download. Always reset your router first and check to see if that fixes the problem. Resetting the router may be all that is required to correct the problem.

## **Fios TV not responding?**

- If you have a frozen picture, stuttering audio, can't change channels, are unable to display video or are missing the Guide, try rebooting the set-top box by holding in the power button for 15 seconds and then releasing it.

## **Where do I go for on-screen TV Help?**

- For on-screen help, look at the TV Help Videos — just press Menu on the remote and scroll down to Customer Support. Also check out Channel 131 to see what's new.

## **No display on your TV?**

- Check to make sure your TV and Set-top box are powered on. Check TV for proper input settings (e.g., Video 1 or channel 3 or 4). Your installation technician determined the proper input or channel your TV should be tuned to when the service was installed. If those settings were changed, they must be restored. Also, check to be sure the batteries in your Fios TV remote are good.

## **If you are seeing a blue screen.**

Change your Home Theater or VCR's channel to 3 or 4. If changing the channel did not change your TV screen, make sure the TV is not in Video mode.

Try one of the following to correct:

- Press the "Input" button.
- Toggle through the options and select "TV".
- Press the "Video" button to change your TV's mode from Video to TV.
- Or press the "Menu" and locate the mode for Audio/Video setup and select the TV option.
- Be sure the Set-top Box is plugged in and turned on.



## Remote not working?

Your remote needs a clear visual path to the sensor on the business entertainment equipment you are trying to operate.

- Make sure there are no obstacles between you and the remote.
- Make sure you are trying to use the remote from within 25 feet of the device.
- Make sure you are pointing the device directly at the sensor on your entertainment device.
- Make sure that your batteries are good.

## How do I set up my Fios TV remote?

The instructions in this user guide will work on either of our current remote controls — the P265 or the P144.

1. Get started by turning on your TV manually.
2. Using your Fios TV Remote, press and hold the “TV” button.
3. While holding down the “TV” button, press “OK”.
4. Release both buttons. The Device Buttons will blink twice.
5. Press “922” (or appropriate code for your TV).
6. Point the remote at the TV.
7. Press and hold the top half of the PLAY/PAUSE button: .
8. When the TV turns off, release the  button. You have found the right code. Press “OK” to store this code.

For additional information on device codes, refer to the Fios TV Remote Control User Guide that came with your remote.

## **If you can't power on and off your TV and set-top box using the remote after you've programmed it.**

It may be because either your TV or Set-top Box isn't receiving the infrared signal from the remote. See which of the following describes your problem and follow the tips.

### **If the power button on the remote only turns the set-top box on and off, but not your TV:**

Try the following steps:

- Make sure there is a clear line of sight between the infrared light of your remote and your TV.
- Press the "Power" button.
- If the TV does not respond, the remote is not programmed with the correct code. (See "Here's how to set up your Fios TV remote" on page 35).

### **If the power button on the remote doesn't always turn the TV on and off:**

Try the following steps:

- Make sure the TV and Set-top Box are near each other.
- Make sure nothing is blocking the front of either device.
- If your TV is plugged into the power outlet on the back of the Settop Box, try plugging your TV directly into a wall outlet.
- Press the "TV" button, then the "Power" button, to control the TV alone.

## Additional assistance

Verizon makes it easy to get the help you need. Just press the Menu button on the remote and scroll down to Customer Support. Don't forget about Channel 131 to see what's new. Or you can visit [verizon.com/biztvsupport](http://verizon.com/biztvsupport). If you still need help, call us at 1.800. verizon (1.800.837.4966).

# Fios equipment



# Fios equipment



## The brains and power behind Fios.

Our equipment helps direct and keep Fios working continuously for your business. Here we'll explain what it does, and what you need to do to ensure it operates at its best.

# Fios equipment

## Optical network terminal

Think of this as a kind of electronic translator. Verizon Fios sends signals over our state-of-the-art network using laser-generated pulses of light. The Optical Network Terminal, installed either outside or inside your business, converts those pulses into electric signals.

## Optical network terminal power supply unit

This unit connects the Optical Network Terminal directly to a 3-pronged grounded electrical outlet in your business or building(s). The Optical Network Terminal Power Supply Unit's green indicator light tells you it's receiving power. Make sure it's plugged in at all times and that the green light is on. The Optical Network Terminal requires very little power to operate. In fact, it's as little as what it would take to operate a couple of night-lights.

## Battery backup unit

In case the Optical Network Terminal Power Supply Unit is accidentally unplugged or there's a commercial power failure, an optional battery backup unit is here to help. It will give you power for voice service (not internet or TV) for up to 8 hours. It's installed in a location in your business where you can easily monitor it. Its audible alarms and indicator lights tell you whether your service is being powered by your business's electricity or the battery.

## Good to remember:

- When your battery backup unit needs its batteries replaced, please visit [verizon.com/bizbatterybackup](http://verizon.com/bizbatterybackup) to review replacement information and directions for your particular unit. Verizon is not responsible for damages which result from use of an improper battery.
- Old batteries in the battery backup unit are sealed lead acid, and old batteries need to be disposed of properly. Visit [epa.gov/osw](http://epa.gov/osw) or call the EPA at 1.202.272.0167 for instructions.
- For additional battery backup information, please visit [verizon.com/bizbatterybackup](http://verizon.com/bizbatterybackup).
- Replacement batteries can be purchased by visiting [www.verizon.com/smallbusiness/fios-accessories/](http://www.verizon.com/smallbusiness/fios-accessories/)

## PowerReserve device.

If your ONT is configured with a Power Adapter, you may utilize the PowerReserve device by maintaining 12 D-Cell batteries in the device. With 12 fresh batteries, the PowerReserve will provide backup power for your basic voice services, including emergency 911 dialing, for up to 20 hours in the event of a power failure. Please note that you may be responsible for purchasing the PowerReserve device and the initial set of batteries, and will be responsible for purchasing any replacement batteries. The PowerReserve device must be purchased from Verizon. D-Cell batteries may be purchased from a variety of retailers.



# Battery backup unit indicator signals

These are the sights and sounds you should know.



## Buttons:

### Alarm Silence:

Press to silence audible alarm.

### Battery Emergency Use:

Press once to reboot ONT and get up to 1 hour of battery life for phone calls. All remaining battery life will be used.

## Lights:

### Auxiliary Power Source:

Green — auxiliary power available  
Red — auxiliary power not available

### Replace Battery:

Red — battery needs to be replaced

### Battery Power:

Red — ONT is operating off battery power; no AC power available  
Blinking Red — low battery power

### System Status:

Green — normal operation  
Blinking Green — system fault

Note: Battery only installed for customers that have voice services. Your battery backup unit may look different than the image shown.

## Battery backup unit audible alarms

If there's a problem with your battery backup unit, an alarm will sound for 2 seconds and be silent for 58 seconds. This will be repeated until you press the alarm silence button. Once you do, be sure to check the lights on the battery backup unit to find the issue. Below are two of the most common reasons for the alarm to sound — and how you'll know.

**Low battery** — the alarm is silenced after electrical power returns, the battery is fully discharged or removed from the battery backup unit.

**Replace battery** — the alarm is silenced when the battery is removed.

## Verizon Fios router

This unit enables more than one computer in your business to be online at the same time. It's been designed specifically to work with the Fios Network. Using a 3rd party router may impact the performance of your Fios services.



Fios® is a registered trademark of Verizon.  
©2016 Verizon. All Rights Reserved.  
Macintosh is a registered trademark of Apple, Inc.