



WELCOME TO VERIZON HIGH SPEED INTERNET FOR BUSINESS

For a better online experience, start here today.



YOUR GUIDE TO INSTALLING AND USING VERIZON HIGH SPEED INTERNET.

Congratulations on choosing Verizon High Speed Internet — the best value in broadband.

First of all, be sure to retain the shipping label from your shipment box and/or the order confirmation e-mail. Each has the Order Number that you will need to activate your account. (See page 14.)

In this guide, you'll find everything you need to set up and enjoy your new Internet service.

STEP 1: Equipment Setup & Installation.

Learn what's in the box and how to hook it all up.

STEP 2: Activation & Registration.

After your Service Ready Date (the day your High Speed Internet will be turned on), it's time to activate your High Speed Internet service. We'll tell you how.

STEP 1:

Installation & Set Up

In this section, we'll walk you through the equipment setup and installation process. It's quick. It's easy. And it's the beginning of a new and exciting online experience.

Installation is the important first step to connecting with Verizon High Speed Internet. Since we'll need some time to optimize your Internet connection after you've installed your equipment, the sooner you install, the sooner you can get moving.

IMPORTANT: Once you've installed all your equipment, please leave the modem on at all times — even before your service is turned on — to ensure Verizon can optimize your Internet connection.

To verify your Service Ready Date, please go to **business.verizon.net/whatsnext**

Need help? Feel free to call our technical support specialists 24/7 at **1.888.649.9500**. We're always here to make sure your online experience is the best it can be.



What's in the box

Your Verizon High Speed Internet is easy to install. In this package, you'll find only one of the two devices below. Identify your modem or router, then check to make sure you have the additional pieces shown.

Verizon Wired Modem



Style/model may vary.

Verizon Wireless Gateway Router



Style/model may vary.

Modem/Router Power Supply



Wall Mount Filter



Phone Line Filter



2-for-1 Adapter



Ethernet Cable



Phone Line





Before you begin

Remember your Service Ready Date.

Please DO NOT install Verizon equipment until your Service Ready Date.

(see page #11 for more details)

Install the filters.

- Filters improve your connection to Verizon High Speed Internet.
- Plug a filter into every in-use phone jack. (See the picture below.)
- Without filters, you will experience reduced speeds as well as static or hissing on the telephone line.
- Important: Do not use a filter on the modem.

Examples of devices that require filters:

- All phones (corded & cordless)
- Dial-up modem (if still in use)
- Answering machines
- Emergency medical devices
- Fax machines
- Caller ID units
- Satellite receivers
- Security systems

Note: Filters are only required if you have landline telephone service. If you need more, you can order additional filters at: **[verizon.com/hsiaccessories](https://www.verizon.com/hsiaccessories)**.



Phone Line Filter



Phone Jack

Getting started



Phone Line

What kind of phone do you have?

If it's a wall phone:

- ① Connect the phone to the wall mount filter. (If you didn't request a wall mount filter, temporarily use the phone line filter supplied, and visit [verizon.com/hsiaccessories](https://www.verizon.com/hsiaccessories) to order a wall mount filter.)
- ② Connect the filter to the phone jack.

Wall Phone and Phone Cord

Optional Wall Mount Filter

Phone Jack





Phone Line Filter

If it's a desk phone:

- ③ Connect the phone to the filter.
- ④ Connect the filter to the phone jack. (Please pay attention to the order in which you connect: the phone line filter should be the last piece plugged into the phone jack.)

Desk Phone and Phone Line



③

Phone Line Filter

④



Plug a filter into every in-use phone jack.

Phone Jack



Take the next step



Phone Line

Put it all together:

- ⑤ Connect one end of the phone line to the modem. Then connect the other end of the phone line to the 2-for-1 adapter. (Important: Do not put a filter on the phone line connected to the modem.)

Modem
(Front of modem)



⑤

(Back of modem)
Style/model may vary.

- ⑥ Connect the phone line from your phone to the phone filter, and the filter to the 2-for-1 adapter.
- ⑦ Insert the 2-for-1 adapter into your phone jack.
- ⑧ Plug the modem into the power outlet. Turn on the modem using the on/off button (on the back of the modem).

Modem Power Cord > Power Outlet

⑧





2-for-1 Adapter





Confirm your steps

Quick checklist:

- ☐ The modem is ON (please keep it on at all times). If you choose to turn it off, wait at least 30 days after activation to ensure line is optimized.
- ☐ Have you installed filters on ALL phone devices, including fax machines, answering machines, Caller ID units and satellite receivers?
- ☐ Make sure you do NOT have a filter between your phone jack and modem. The filter will prevent an Internet connection.
- ☐ Check your modem is NOT connected to your PC.
- ☐ Save the shipment box. The Order Number is on the shipping label. You will need this number for activation on page #14.



Service date reminder

Stop!

MY SERVICE READY DATE IS:

.....
(can be anytime between 1pm and 9pm, ET)

MY ORDER NUMBER IS:

.....
(on your shipping label and the confirmation e-mail)

IMPORTANT: Once you've installed your equipment, we'll need some time to optimize your phone lines. Your Internet will not be ready for use until your **Service Ready Date** provided by Verizon. The **Service Ready Date** is the day your high speed Internet will be turned on.

Please go to **business.verizon.net/whatsnext** to verify your Service Ready Date. Then enter it here as a reminder.

You will be notified by e-mail or phone when your service is ready.

Please note: Only after the Service Ready Date can you connect the modem and begin the activation process.

Turn the page to get started.

Plug the modem into your computer on your Service Ready Date



Ethernet Plug

Make the connection.

- ⑨ If you still have Internet equipment connected from another provider, remove that equipment now. Remove the old hardware, cables and cords from the wall and your computer. Disconnect the old modem from your computer.
- ⑩ Connect one end of the Ethernet cable to the Ethernet port of your computer.
- ⑪ Connect the other end of the Ethernet cable to the Ethernet port on the back of the modem. The light on your modem labeled “Internet” should be solid GREEN.

Desktop Computer



Laptop Computer





STEP 2:

Account Set Up & Activation

After the Service Ready Date and once you've connected the modem to your computer:

1. Open Internet Explorer®. Mac® users open Safari. If you are not automatically redirected, go to the address bar and type: **activatemyhsi.verizon.net**.
2. Register your account and accept the Terms of Service agreement.
3. During Registration, your User ID and Password will be created to enable e-mail access.
4. Configure your Verizon High Speed Internet account.
5. Download the software to activate your Internet connection and any additional products you purchased.





Troubleshooting during equipment installation

Problem:

The high speed Internet light on your modem is blinking.

- Verify that your phone jack is working: Plug a telephone into the jack to see if there's a dial tone.
- Make sure you didn't put a filter on the modem.
- Make sure you're using the phone line provided, or one similar in length. The phone line must be 15 feet or shorter.
- Ensure that all old Internet equipment is removed.

Problem:

Static or hissing on the phone line.

- Make sure each phone line in use has a filter attached, and the filter isn't damaged.
- Make sure you do NOT have a filter between your phone jack and modem. The filter prevents an Internet connection.

Problem:

All the lights on your modem are solid (not blinking) but you can't connect to the Internet.

- Turn the computer off and on again.
- Make sure you registered the account. If you have not registered, go to **activatemyhsi.verizon.net**.
- Verify that your Ethernet cable is connected properly: You must connect one end of the Ethernet cable to your modem's Ethernet port and the other end to your computer's Ethernet port.

Other questions you may have:

Do you have a wireless router?

If so, see the Support/Home Networking section at **[verizon.com/hsigetconnected](https://www.verizon.com/hsigetconnected)**.

Need more filters?

You can order more filters, a wall filter and many other high speed Internet products at **[verizon.com/hsiaccessories](https://www.verizon.com/hsiaccessories)**.



Want to make sure your router is secure?

To learn more about your Wireless Security, visit **[verizon.com/hsisecurerouter](https://www.verizon.com/hsisecurerouter)**

Still need help?

Visit us online at **[verizon.com/bizhelp](https://www.verizon.com/bizhelp)**
Or call our Business Support Team at **1.888.649.9500**



QSGUIDECON

