

# Fios setup instructions

## Scan to begin.

Use the My Fios app for easy setup instructions.  
Data usage applies for QR code download/use.

For step-by-step setup instructions,  
visit [activate.verizon.com](https://activate.verizon.com).



**verizon**<sup>v</sup>

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# Wait... disconnecting equipment is important.

## **Are you setting up your Verizon router and Fios TV equipment for the first time?**

- If you're setting up your Verizon router for the first time then you must disconnect any current internet equipment you may have.
- Proceed to disconnect your current internet equipment such as:
  - Router(s)
  - Wi-Fi extender(s) (if included in your current setup)
  - Any other internet equipment included in your current setup
- Also disconnect all of your current TV equipment such as:
  - Set-top boxes
  - Digital adapters (if included in your setup)
- Then proceed to Step 1.

If keeping an existing Verizon router, skip to Step 2.

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# Step 1: Router

Follow the setup instructions on pages 4–5.

## Verizon Router (CR1000)



## Fios Router (G3100)



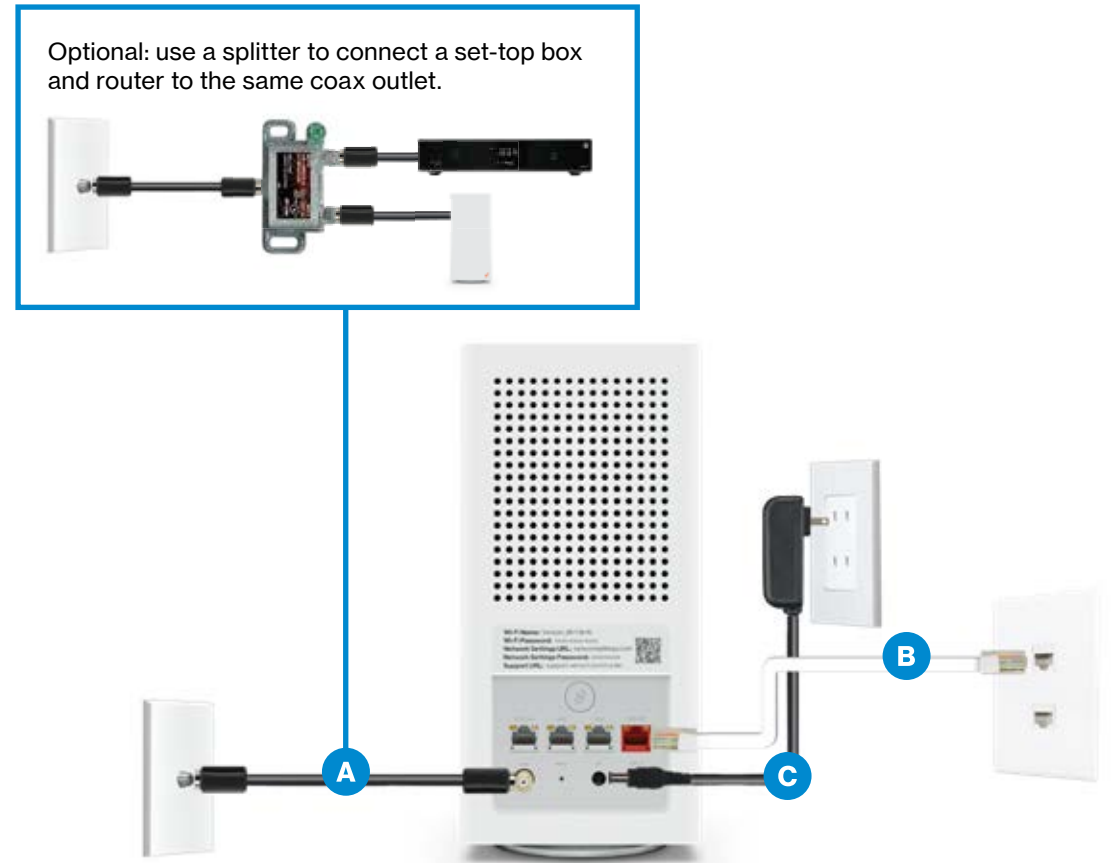
## Fios Quantum Gateway (G1100)



# Step 1: Router

## Step 1A: Connect your cables.

- Connect the coax cable from the coax port on your router to a coax outlet. (Required for Fios TV\*)
- If you ordered internet speeds greater than 100 Mbps, connect the Ethernet cable from your router's WAN port to an Ethernet outlet.
- Connect the power cord to your router then to an electrical outlet.
- Router will take up to 15 minutes to update completely. Move to the next step when the front light(s) are solid white.



Verizon Router  
(Same connections for the Fios Router and Fios Quantum Gateway)

## Troubleshooting

### Verizon Router

If the light is not solid white, visit [support.verizon.com/router](http://support.verizon.com/router).

### Fios Router

If the light is not solid white, visit [support.verizon.com/router](http://support.verizon.com/router).

### Fios Quantum Gateway

- If back light is red, or
- If GLOBE light is flashing red, visit [support.verizon.com/router](http://support.verizon.com/router).



Verizon Router



Fios Router



Fios Quantum Gateway

\*Separate subscription required; not available in all areas.

# Step 1: Router (continued)

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

### Wi-Fi

- Get the Wi-Fi name and password off the label on your router.
- On your device, choose your Wi-Fi name when it appears.
- Enter your Wi-Fi password exactly as it is on your router label.



Verizon Router label



Fios Router label

### Wi-Fi Network

Your router supports Self-Organizing Network (SON) and allows your devices to move seamlessly between 2.4 GHz and 5 GHz Wi-Fi signals, connecting devices to the closest access point, and optimizing your Wi-Fi connection.

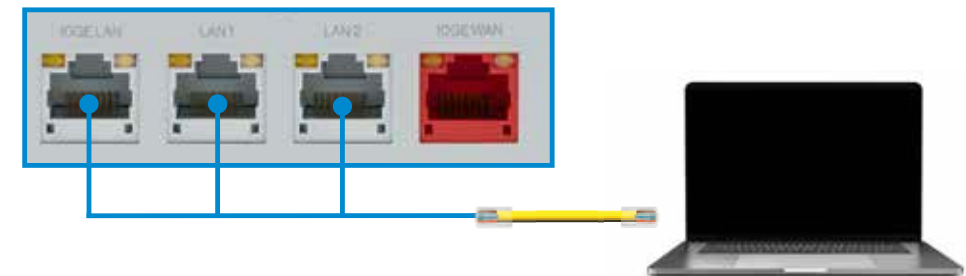
- 2.4 GHz has a greater range and works with most printers and smartphones
- 5 GHz is faster and better for streaming HD video and gaming
- Some devices can only connect to 2.4 GHz
- Newer devices can connect to both, but only one at a time



Fios Quantum Gateway label

### Wired

- Connect the Ethernet cable to any LAN port on your router.
- Connect the other end to your computer.



Wired connection

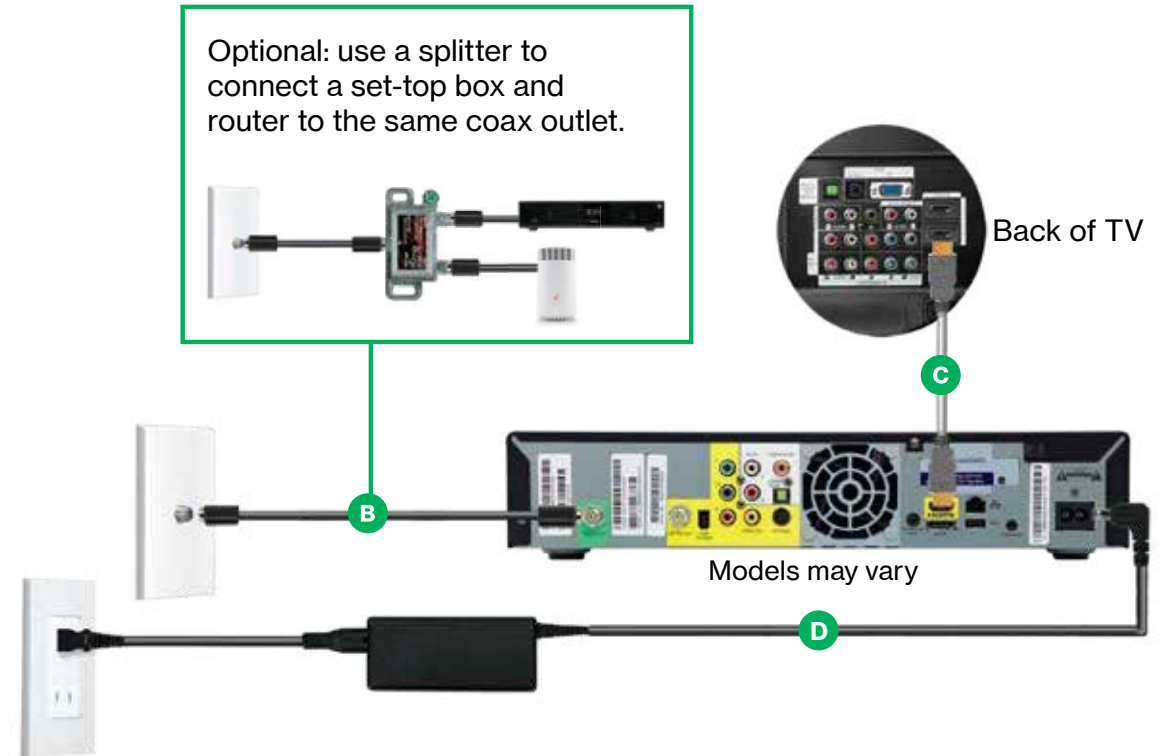
## Step 1C: Complete activation

Activate your service by opening a web browser on your computer and following the prompts.

# Step 2: Set-top box

## Step 2A: Connect your cables.

- A. Make sure your router is set up.
- B. Connect the coax cable from the set-top box (STB) to a coax outlet.
- C. Connect the HDMI cable from the STB to your TV.
- D. Connect the power cord from the STB to an electrical outlet.



## Alternate option: Make the connections using composite cables

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



## Step 2B: Complete activation

Turn on the STB and your TV, and use your Fios TV remote to follow the on-screen instructions.

## Additional setup

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



# Step 3: Accessories (if ordered)

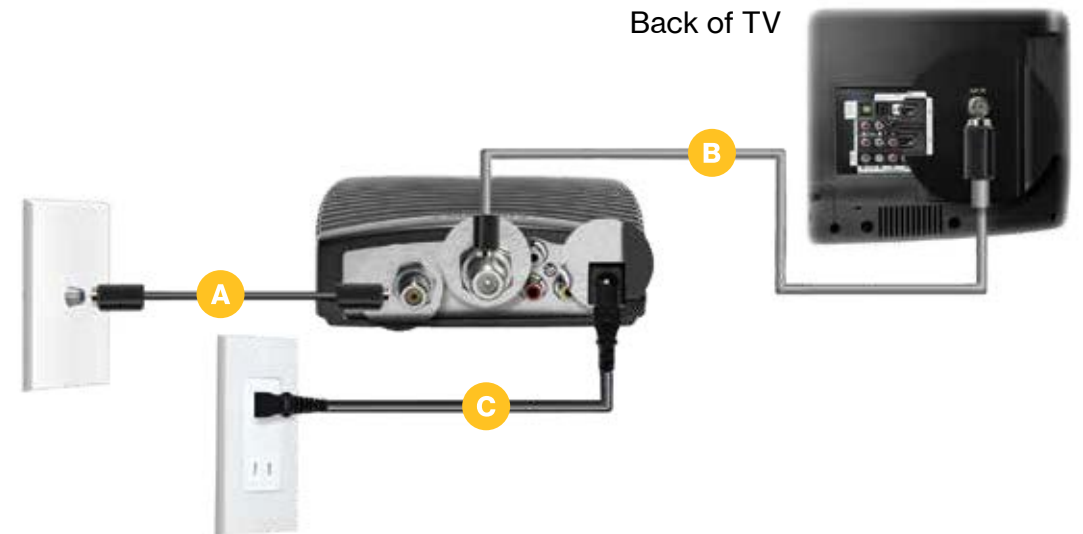
## Digital Adapter

### Make the connections

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

### Complete activation

- D. Turn the Digital Adapter on using the Fios TV remote; then turn on your TV using the remote control that came with your TV and tune to channel 3.
- E. Activate online at [verizon.com/installmyfios](http://verizon.com/installmyfios) or by phone at 855.372.2181.



## CableCARD

Follow the instructions for your CableCARD-ready device.

### Complete activation

- A. When prompted, enter the activation code found on your receipt, which can be found in the box with your equipment.
- B. Activate online at [verizon.com/installmyfios](http://verizon.com/installmyfios) or by phone at 888.897.7499.



**If you ordered additional Fios accessories, follow the instructions included with the equipment.**

**verizon**<sup>v</sup>

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for FSC logo



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