

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.



verizon✓

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.

Step 1: Router

Follow the setup instructions on pages 4–7.

Verizon Router (CR1000)



Fios Router (G3100)



Fios Quantum Gateway (G1100)



Step 1: Router (continued)

Step 1A: Connect your cables.

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

Troubleshooting

Verizon Router

If the light is not solid white, visit support.verizon.com/router.

Fios Router

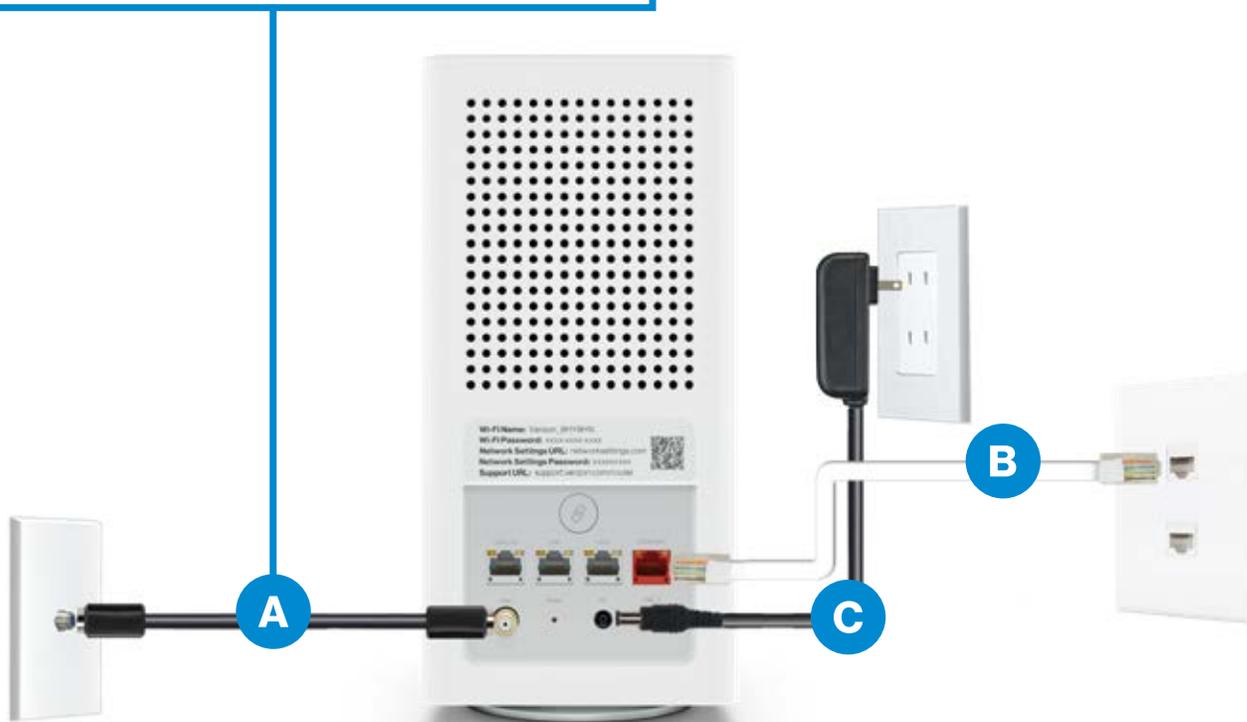
If the light is not solid white, visit support.verizon.com/router.

Fios Quantum Gateway

- If back light is red, or
- If GLOBE light is flashing red, visit support.verizon.com/router.

Step 1: Router (continued)

Optional: use a splitter to connect a set-top box and router to the same coax outlet.



Verizon Router

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

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



Fios Quantum Gateway label

Step 1: Router (continued)

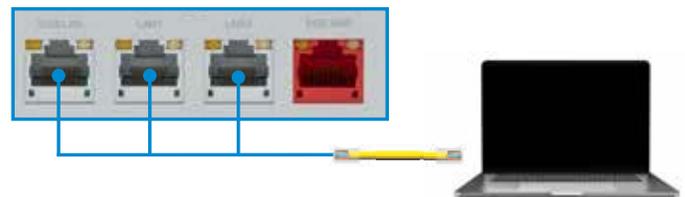
Wi-Fi Network

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

Wired

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



Wired connection

Step 1C: Complete activation

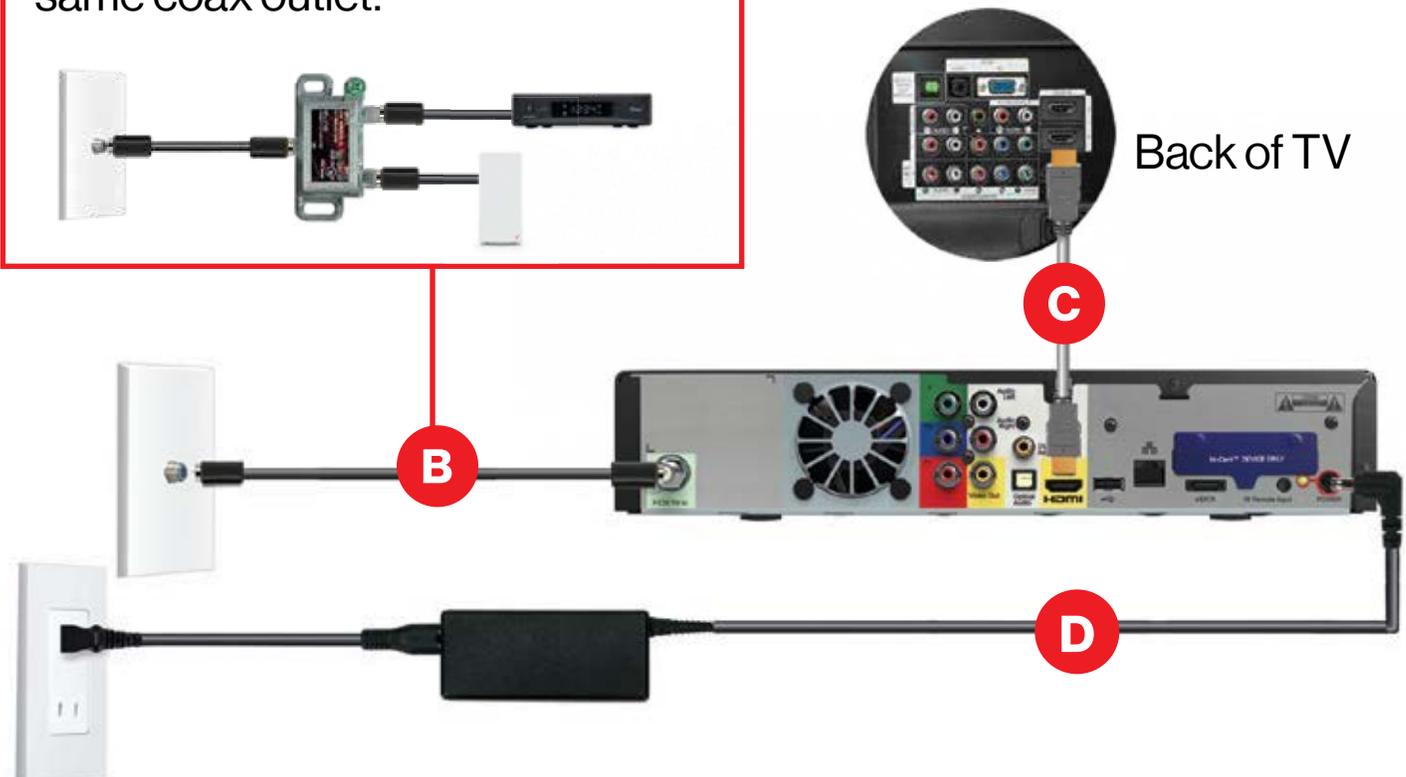
Activate your service by opening a web browser on your computer and following the prompts.

Step 2: Video Media Server (VMS)

Step 2A: Connect your cables.

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

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



Step 2: Video Media Server (VMS)

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 VMS and TV.



Step 2B: Complete activation

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



Additional setup

If you have media clients (IPC1100) install them now following these same instructions.

Step 3: Accessories (if ordered)

Digital Adapter

Make the connections

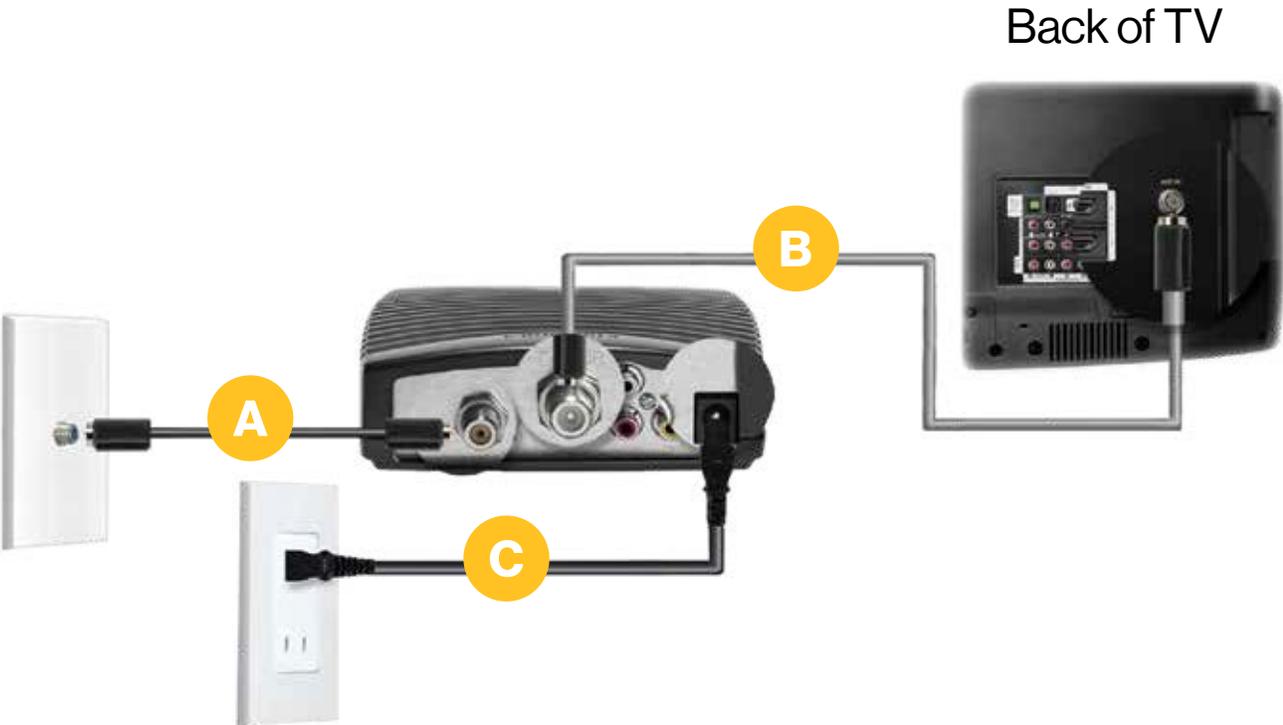
- A. Connect the coax cable from the Digital Adapter to a coax outlet.
- B. Connect the coax cable from the Digital Adapter to your TV.
- C. Connect the power cord from the Digital Adapter to an electrical outlet.

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 or by phone at 855.372.2181.

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

Step 3: Accessories (continued)



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for FSC logo