

Fios Internet and TV for Business user guide

User guide



verizon✓

Fios Internet and TV for Business user guide

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.

Let's get started.

1 Fios
Internet

2 Fios
TV

3 Fios
equipment

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Fios Internet

Welcome to Fios Internet for Business.

All 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 symmetrical upload and download speeds and performance, Fios also brings you many business-boosting enhancements. Business Internet Secure is available to help protect against cyberthreats that could put your business at risk. This robust security bundle includes:

- Device protection for computers, tablets and smartphones
- Cloud-based internet protection
- 24/7 security tech support

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.

Troubleshoot

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

- Check the Ethernet or wireless connection between your computer and router, as well as the coaxial/Ethernet connection between the Optical Network Terminal (ONT) and router (refer to the Fios Equipment section for information on the ONT)
- 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 (such as 2.4 GHz phones, microwaves or 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?

Many 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 90 seconds. Check to see if this resolves the trouble.

Always reboot your router first—that might be all that is required to correct a 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 reset button:

1. To perform a soft reboot, press and hold the button for at least three seconds; to reset your router to the factory default settings, press and hold the button for at least 10 seconds
2. You will see the lights on the router flicker or turn solid red
3. 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. For additional router reset information and methods, please refer to the router user guide at [verizon.com/business/support/fios-internet/wifi-extender-router/](https://www.verizon.com/business/support/fios-internet/wifi-extender-router/)

I forgot my Verizon account user ID and password. What should I do?

If you know your Verizon Online user ID and the answer to your secret question, but forgot your password, use the Verizon Online Password Reset Tool at [verizon.com/mybusiness](https://www.verizon.com/mybusiness)

1. Clear your temporary internet files by clearing the cache on your browser according to your browser specifications
2. Close your browser
3. Reboot your computer
4. Conduct a speed test to verify any performance issues by visiting [verizon.com/bizfiosspeedtest](https://www.verizon.com/bizfiosspeedtest)

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

- Make sure you have closed or exited all programs
- Temporarily disable antivirus 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 browser
- Contact your email provider to ensure that you have correctly configured your email client

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 approximately 30 to 90 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 if you're directly wired; this does not pertain to wireless connections)
- 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 page 6)

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 Domain Name System (DNS) 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, you should be aware that doing so could require router reconfiguration. If your business uses static IP addresses and you wish to increase the number of static IP addresses you purchase (e.g., if you go from a block of five IPs to a block of 13 IPs), your IP addresses will change. Static IP addresses are assigned in sequential order. If you increase the number of static IP addresses, 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; this 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—2.4 GHz 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 Extender. For details, visit verizon.com/smallbusiness/accessories/fios-extender/

Additional assistance:

Verizon makes it easy to get the help you need. Just go to 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 read the reviews. Heard the buzz. Seen the awards and all the adjectives used to describe Fios TV. It delivers a 100% fiber-optic digital experience directly to your business that produces a crystal-clear picture and room-shaking sound. Now imagine that for hundreds of channels, thousands of on-demand titles and every show and movie you record. Fios TV for Business keeps your organization up to date and your clients entertained.

Streaming on the go

The impressive Fios TV app allows you to watch TV and stream movies on demand with your tablet or mobile phone—at work or on the go. Try it today if you haven't already!

For more details, visit verizon.com/bizfiostvapp

Note: The ability to stream transactional movies on demand is available to Private Viewing business customers once they have accepted the Terms of Service and Private Viewing conditions at verizon.com/mybusiness

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.

Directions to sync the P265 remote with your TV are printed on the back of the remote.

LED Battery Indicator flashes five times when batteries are low.

TV Power button turns the television on and off.

Menu shows the Main Menu.

Exit closes any on-screen display and returns you to regular viewing.

On Demand provides access to Video On Demand.

Fios TV provides personalized recommended content for you to watch or returns to live TV programming if you paused or rewound earlier.

Skip Back jumps backward on recorded and On Demand content.

DVR launches the DVR menu.

Rewind rewinds media. Also jumps back to the previous day's TV listings.

Stop stops media.

(cc) switches between closed-caption options.

A/V selects video source for some TV, DVD, VCR or home theater systems.

STB Power button turns the set-top box on and off.

Guide accesses the TV listings.

Info displays a description of the show you are watching.

OK selects the item highlighted in blue on your TV screen.

Options provides options.

Favorites displays your favorite channel listings.

Last returns to the last-selected channel. Press again to return to the current channel.

CH +/- changes channels or pages up and down through menu screens and listings.

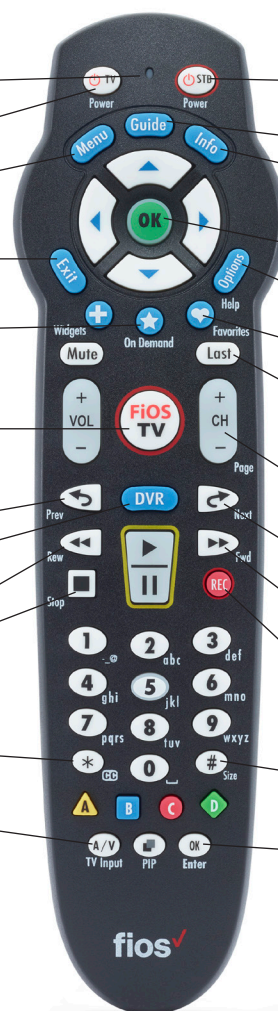
Skip Forward jumps forward on recorded and On Demand content.

Forward fast-forwards media. Also advances to the next day's TV listings.

Record begins recording to the DVR.



Size changes the picture size on the TV screen.

OK is an additional OK button.



How to set up your Fios TV remote

The instructions in this booklet will work with our current remote control model, the P265. If you have another remote control, please refer to our online instructions to set up your remote at 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 two 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 three 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.

- 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 the LED light flashes five times, the batteries need to be replaced.

If you have a Recording Service

If you have one of the Recording Services (DVR Service or Multi-Room DVR Service), 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, and 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

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

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 the **TV** power button to turn the TV power on and off (the remote must be programmed to operate your TV)
- Press the **STB Power** button at the top of the remote to turn the power on and off; it comes preprogrammed
- Press the **CH+** button to see the next higher channel
- Press **1, 3, 1** and 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

Getting help

Need help or have Fios TV questions? Here are 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
3. Press **Menu** on the remote control and scroll to Customer Support, then to Help Videos

Interactive media guide – Fios TV remote

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 on-screen, 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, actor or scheduled time.

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 remote control model 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; the classic P144 does not. You can purchase either remote at verizon.com/smallbusiness/accessories/remote-controls/

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, keyword or 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:

1. Scroll down to Pay Per View
2. Highlight a title in Upcoming Shows
3. Press **OK**
4. Follow the instructions to purchase

Business customers must call 1.800.Verizon (1.800.837.4966) to order additional premium channels like Music Choice, sports programming, HBO, Cinemax and international channels, as self-serve ordering is not available.

Note: Pay Per View and transactional Video On Demand are only available for Private Viewing 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. 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:

1. Select the event through Search or with the Guide button
2. 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** button and select Customer Support.

TV DVR listings, high-definition Video On Demand and Pay Per View* can give results by:

- Category (movies, children, sports, music)
- Keyword (program title, actor, topic)
- Content type (TV listings, Pay Per View, DVR, HDTV and Video On Demand)

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

Blocking controls

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)
- 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 a Recording Service, programs recorded with a PIN require the PIN to be entered in order to play back the recorded program.

Primary account owners can set parental controls and content permissions on the main account and each subaccount within your My Business account.

Tips:

- Go to Main Menu, scroll down to Settings, System and Parental/Purchase
- You can set up two separate PINs: one to block programming, the other to block purchases for Video On Demand, Pay Per View, 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 with your Recording Service(s) using a PIN, but you'll need the PIN to play them back

Recording TV shows

To record a show that's currently playing, press the **REC** button on the remote.

Got to the show late? No problem. If you start recording after the show has started, the Recording Service 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:

1. Press **Menu** on your remote
2. Go to Guide or use Search to find the show
3. Use the **▲** and **▼** to highlight the show you want to record
4. Press **REC**; a green check will appear next to the show
5. Press **REC** a second time to record a series
6. Press **REC** 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

Recording Pay Per View programs

This is an option available on some Pay Per View programs.

Press **REC** 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 Recording Service is designed to record up to about 50 hours of standard-definition or 15 hours of high-definition TV programming; however, recording times may be greater with newer equipment models
- Programs recorded in hi-def can only be played back on remote hi-def set-top boxes

Review, cancel or delete scheduled recordings of shows.

Reviewing scheduled recordings

Simply press the **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.

Canceling scheduled recordings

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

1. Select Scheduled Recordings from the DVR menu
2. Highlight the program you want to cancel
3. Press **OK**
4. Then press **Cancel**

Playing a recorded show

Here's all you have to do:

1. Select View Recordings from the DVR menu
2. Highlight the program you want to watch
3. Press **OK**
4. Then press **Play**

Deleting or saving a recorded show

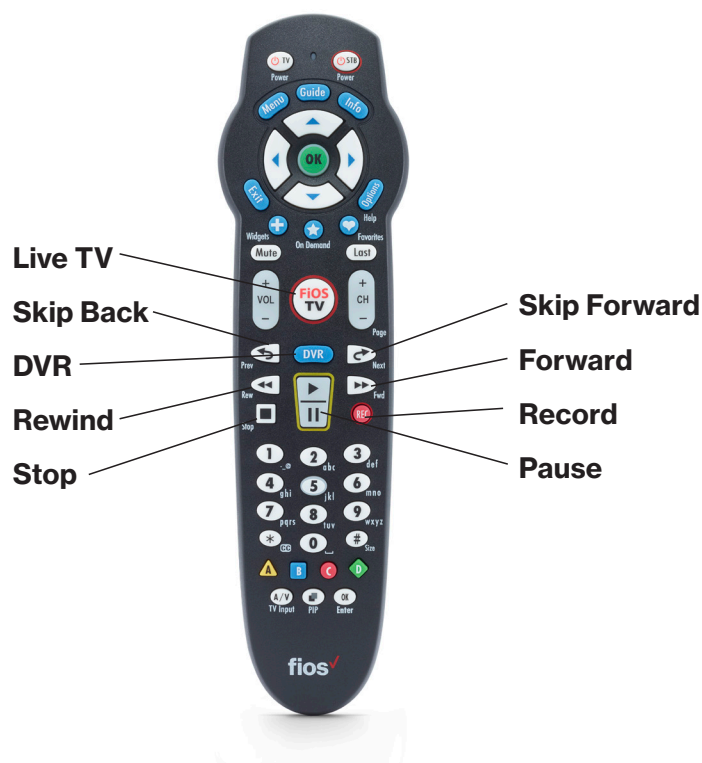
Use these buttons to control playback of a recorded program. You can easily vary the rewind and fast-forward speeds.

- Press once for three 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: Recording Services are not available to all Fios TV for Business customers.

To delete, select Recorded Programs from the DVR menu. Press **C** to delete or press **OK** to view info, followed by **OK** to delete it.

Once the recording space is full, the Recording Service 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 Recording Services

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 Recording Service will continue to store the show.

Fast-forwarding live TV

Press the **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 in bounds? 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 Back** 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 and you delay it by pausing or rewinding, press the Fios TV button and you'll jump forward to the point in the show that's 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.

Multi-Room DVR Service

Consider it the ultimate upgrade.

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

Multi-Room DVR Service

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

- Watch what you've recorded on up to two additional set-top boxes at the same time
- Watch the same program in three different rooms
- Watch different programs in three 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 a program with your Multi-Room DVR Service, simply:

1. Use a remote set-top box (a box in another room of the business)
2. Choose DVR from the Menu
3. Select a program using the arrow keys
4. 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 Service 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 with the Recording Service by creating a PIN.

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



Good to remember:




- Your Multi-Room DVR Service offers the ability to view recorded content in six additional locations (with set-top boxes connected)
- 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 Multi-Room DVR Service at the same time; an error message will flash if three or more try
- You cannot delete content from the Multi-Room DVR Service while another set-top box is accessing that content

Need help? Press the **Main Menu** button and select Customer Support.

Favorite channels

You can easily create and use a list of your favorite channels:

1. Select Menu on your remote
2. Select Settings from the Main Menu, then System
3. Select Favorite Channels
4. Highlight channels using the  and  buttons
5. Press **OK** to add or remove channels

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

Get a current list of all Fios TV channels at verizon.com/bizfiostvchannels.

Troubleshoot

Quick tips

You can always find help by visiting 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 five minutes for the guide to download. Always reset your router first and check to see if that fixes 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 the **Menu** button on the remote and scroll down to Customer Support. Also, check out channel 131 for how-to videos and setup wizards and to see what's new.

No display on your TV?

Check to make sure your TV and set-top box are powered on. Check the 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 **A/V** button to change your TV's mode from Video to TV
- Press the **Menu** button and locate the mode for Audio/Video Setup, then 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 entertainment device
- 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
9. 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 turns only the set-top box on and off, but not your TV

Try the following steps:

1. Make sure there is a clear line of sight between the infrared light of your remote and your TV
2. Press the **Power** button
3. If the TV does not respond, the remote is not programmed with the correct code (see “How to set up your Fios TV remote” on page 10)

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 set-top box, try plugging your TV directly into a wall outlet
- Press the **TV** button, then the **Power** button, to control the TV alone

Fios equipment

Fios equipment

The brains and power behind Fios

Our equipment helps direct Fios and keep it 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.

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 (ONT), installed either outside or inside your business, converts those pulses into electric signals.

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 third-party router may impact the performance of your Fios services. For example, a non-Verizon-branded router can impact Fios TV full access features such as Guide, Video On Demand and Pay Per View options.

Returning equipment

Need to return equipment? Returns are easy. Call 1.800.Verizon (1.800.837.4966) for questions or support.



More for your business

Getting started with Verizon's My Business Account

My Business is the one place to manage all your Verizon phone, internet, TV and application services and get support.

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

- View, print and pay your bills
- View and manage your Verizon online account and applications from any PC, anytime
- Manage one or more accounts
- Find support FAQs and troubleshooting tips and tools
- Download mobile apps:
 - The My Fios app is your mobile management platform for paying your bill, managing your Wi-Fi information and connected devices, getting help and support, and much more*
 - The Fios TV app allows you to watch live Fios TV content* and other select content while on the go
 - For more details on both apps, go to verizon.com/bizapps or visit us at your app store

Go to verizon.com/bizapps to get started now.

* Customers must be connected to the internet using a Fios router in order to manage Wi-Fi information and connected devices through the My Fios app. Some live Fios TV content available through the Fios TV app may also require connection to a Fios router.

Verizon Cloud

Verizon Cloud gives you a safe place to automatically back up your data.

With it, you can:

- Keep your business connected and help protect your business files from system crashes, known viruses and physical damage
- Back up and sync your business contacts, documents, photos and more
- Access your data anytime, even if you're on the go, from a PC, Mac®, smartphone or tablet with an internet connection
- Transfer content between devices, share photos and documents, or print as needed directly from the Verizon Cloud

Business Internet Secure

Help protect against cyberthreats that could put your business at risk.

Business Internet Secure from Verizon is a simple and effective security bundle that helps protect your small business so your company and client information, financial records and customer identities can stay safe.

The solution includes:

- A. Device protection:** Lightweight endpoint antivirus solution that helps protect your computers, tablets and smartphones against both known and unknown malware; choose which devices you want to protect and make adjustments anytime
- B. Internet protection:** A cloud-based security platform intended to provide a first line of defense against threats on the internet by detecting and blocking access to inappropriate and malicious sites and content; this component also gives the administrator the ability to block sites and categories you don't want your employees to enter while using their work devices
- C. 24/7 security tech support:** On-demand access to expert assistance with installation and management of Business Internet Secure; also included is complete visibility of your company's dashboards in one portal so you can monitor what attacks are being stopped and manage your company's protected devices

Business Internet Secure is available in three tiers of license packs based on your company's size and needs. One license pack covers one device (laptop, desktop, smartphone or tablet).

Available to businesses with 19 employees or fewer. Requires current Fios Business Internet service. Terms and conditions apply.

Need more help?

24/7 support: verizon.com/bizsupport or 1.800.Verizon (1.800.837.4966)

Channel lineup: verizon.com/bizfiostvchannels

Verizon policies: Visit verizon.com/privacy to view the Fios Privacy Policy and verizon.com/terms to see your Fios Terms of Service.

Fios TV rate card: verizon.com/bizofiostrates

Fios Internet and Fios TV User Guide: verizon.com/bizfiostvuserguide

Verizon Small Business services: verizon.com/business

Access My Business Portal: verizon.com/mybusiness

Learn more about Fios TV app: verizon.com/bizfiostvapp

Learn more about My Fios app: verizon.com/bizapps

Return equipment: verizon.com/bizfiosreturnequip

Billing info: verizon.com/bizbilling

Fios Extender: verizon.com/smallbusiness/accessories/fios-extender

Verizon accessories: verizon.com/smallbusiness/accessories