Verizon Fios
SELF-INSTALLATION INSTRUCTIONS

ENCLOSED ITEMS YOU MAY NEED FOR INSTALLATION

Fios® EQUIPMENT
- Fios™ QUANTUM GATEWAY ROUTER + POWER CORD
- SET TOP BOX + POWER CORD
- Fios™ TV REMOTE

CABLES AND CONNECTORS
- ETHERNET CABLE (5)
- HDMI CABLE
- COAX CABLE (S)
- COMPOSITE CABLES
- 2-WAY SPLITTER
- CABLE BARREL CONNECTOR (used when a coax cable extends from wall, and a coax wall outlet is not available)

SPECIAL ORDER
- DIGITAL ADAPTER
- CA/CARD
STEP 1 - Fios Router Setup

STEP 1A: Fios ROUTER SETUP

1. **Connect the Coax Cable**
2. **Connect the Power Cord**
3. **Connect the Ethernet cable to the yellow port on your router and then to your computer.**
4. **Lights on the Fios Quantum Gateway will turn white once activated. (This may take up to 6 minutes).**

**OPTIONAL:** If a TV will be connected to the same coax wall outlet as your router, connect a 2-way splitter as shown.

**NOTE:** Details about router placement and Wi-Fi signal strength are available at verizon.com/bizfiosquantumgateway.
STEP 1B: INTERNET SETUP
Open an Internet browser and go to activatemyfios.verizon.net. Then follow the on-screen instructions to activate your Internet service.

STEP 1C: ADDING DEVICES TO YOUR WI-FI NETWORK
1. On the Fios Quantum Gateway, locate the Wi-Fi label for your Wireless Network Name (ESSID) and Wireless Password (WPA2).
2. Launch your device’s wireless application. Select Wireless Network Name (ESSID) and then Connect.
3. When prompted, enter the Wireless Password (WPA2), as it appears on your router’s label (case sensitive). Then select Connect.

SPECIAL FEATURES
Make easy network connections with the WPS button:
Your Fios Quantum Gateway comes with a WPS button that allows for connection to your Wi-Fi network without manually entering a password. If your wireless device supports WPS, follow your device’s instructions.

Special Login just for guests:
Guest Wi-Fi Access creates a second secure network for guests, with a unique wireless network name and password. For instructions on how to set up, visit verizon.com/bizfiosquantumgateway and open the Fios Quantum Gateway Guest Wi-Fi Setup Guide - Business.
**STEP 2** - Set Top Box Setup

**STEP 2A:** CONNECT YOUR SET TOP BOX USING HDMI CABLE (recommended for HDTVs)

1. Connect the **Coax Cable**
2. Connect the **HDMI Cable**
3. Connect the **Power Cord**

**ALTERNATE OPTION:** CONNECT YOUR SET TOP BOX USING COMPOSITE CABLE (for SDTVs)

1. Connect the **Coax Cable**
2. Connect the **Composite Cable**
3. Connect the **Power Cord**
**STEP 2B: ACTIVATE YOUR SET TOP BOX**

Turn on your Set Top Box and your TV. Then, using your Fios TV Remote, follow the instructions shown on your TV screen.

**STEP 3 - Additional Set Top Box Setup**

If you have additional Set Top Boxes, install them now following the directions in Step 2A & B.
STEP 4 - Digital Adapter & Cablecard Setup (If special ordered)

STEP 4A: CONNECT YOUR DIGITAL ADAPTER
1. Connect the Coax Cable
2. Connect the Coax Cable
3. Connect the Power Cord

STEP 4B: ACTIVATE YOUR DIGITAL ADAPTER
1. Turn on the Digital Adapter by pressing the Set Top Box button on the Fios TV Remote Control.
2. Turn on your TV and tune to Channel 3, either manually or with the remote control that came with your TV.
3. To complete activation, call the Verizon Support Center at 1.855.372.2181 and provide the Digital Adapter serial numbers.

INSTALLING YOUR CABLECARD
1. Read through the instructions for your CableCARD-ready device and complete any setup.
2. When the CableCARD is inserted, follow the on-screen instructions.
3. When prompted, enter the activation code on your Verizon Customer Receipt.
4. Select which method of activation you prefer and follow the instructions.
   a. Visit verizon.com/fiostv/selfinstall
   b. By phone at 1.888.897.7499
If you’ve also subscribed to voice service with Verizon, installation is simple. Just plug your phone into a wall jack. If you don’t hear a dial tone, try another wall jack. If you need additional support call 1.800.Verizon (1.800.837.4966).
CALL 1.800.VERIZON (1.800.837.4966)

VISIT verizon.com/bizfiosquantumgateway for detailed instructions on setting up a wireless network.

VISIT verizon.com/tvremotecontrolsetup for instructions on how to program your Fios remote control.

Order extra remotes or cables at verizon.com/smallbusiness/accessories