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)
COMPOSITE CABLES
COAX CABLE (S)
HDMI CABLE
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
Cat6a/CARD
STEP 1 - Fios Router & Internet Setup

A. Connect the Coax cable.
B. Connect the Power cord.
C. Connect one end of the Ethernet cable to any YELLOW Ethernet port on the router and the other end to your computer.
D. The router is activated when the lights on the front of the router stop blinking and become solid white. This can take up to six minutes.
configure

A. Open an Internet browser and enter myfiosgateway.com (If you receive a security certificate error, simply select PROCEED. The latest router firmware will be downloaded during installation).

B. Leave the User Name as it appears. Enter the Administrator Password as it appears on the sticker on the side of the Fios Quantum Gateway and select OK.
**CONFIGURE**

**C.** Select the Broadband Connection global icon to proceed.

**D.** Select the *Broadband Connection (Ethernet/Coax)* link to begin the configuration process.
E. Select Settings

F. Scroll to the bottom of the next page to the Internet Protocol section. Use the dropdown to select, **Use the Following IP Address**
CONFIGURE

G. New fields will now be displayed. Enter the Static IP address information provided to you similarly to the EXAMPLE shown here. Then, select **Apply**.

H. You will be returned to the Broadband Connection page. Please select **Apply again**.
CONNECT

A. You should see the Router Status change to reflect a green Connected status. This indicates that all connections have been made correctly and your Internet is now up and running!

B. Open an Internet browser and go to activatemyfios.verizon.net. Then follow the on-screen instructions to activate your Internet service.
ADDING DEVICES TO YOUR WI-FI NETWORK

A. On the Fios Quantum Gateway, locate the Wi-Fi label for your Wireless Network Name (ESSID) and Wireless Password (WPA2).

B. Launch your device’s wireless application. Select **Wireless Network Name** (ESSID) and then **Connect**.

C. 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 2A:** CONNECT YOUR SET TOP BOX USING HDMI CABLE

1. Connect the **Coax Cable**
2. Connect the **HDMI Cable**
3. Connect the **Power Cord**
**STEP 2 - Set Top Box Setup (continued)**

**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 2** - Set Top Box Setup (continued)

**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.

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).
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CLICK 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