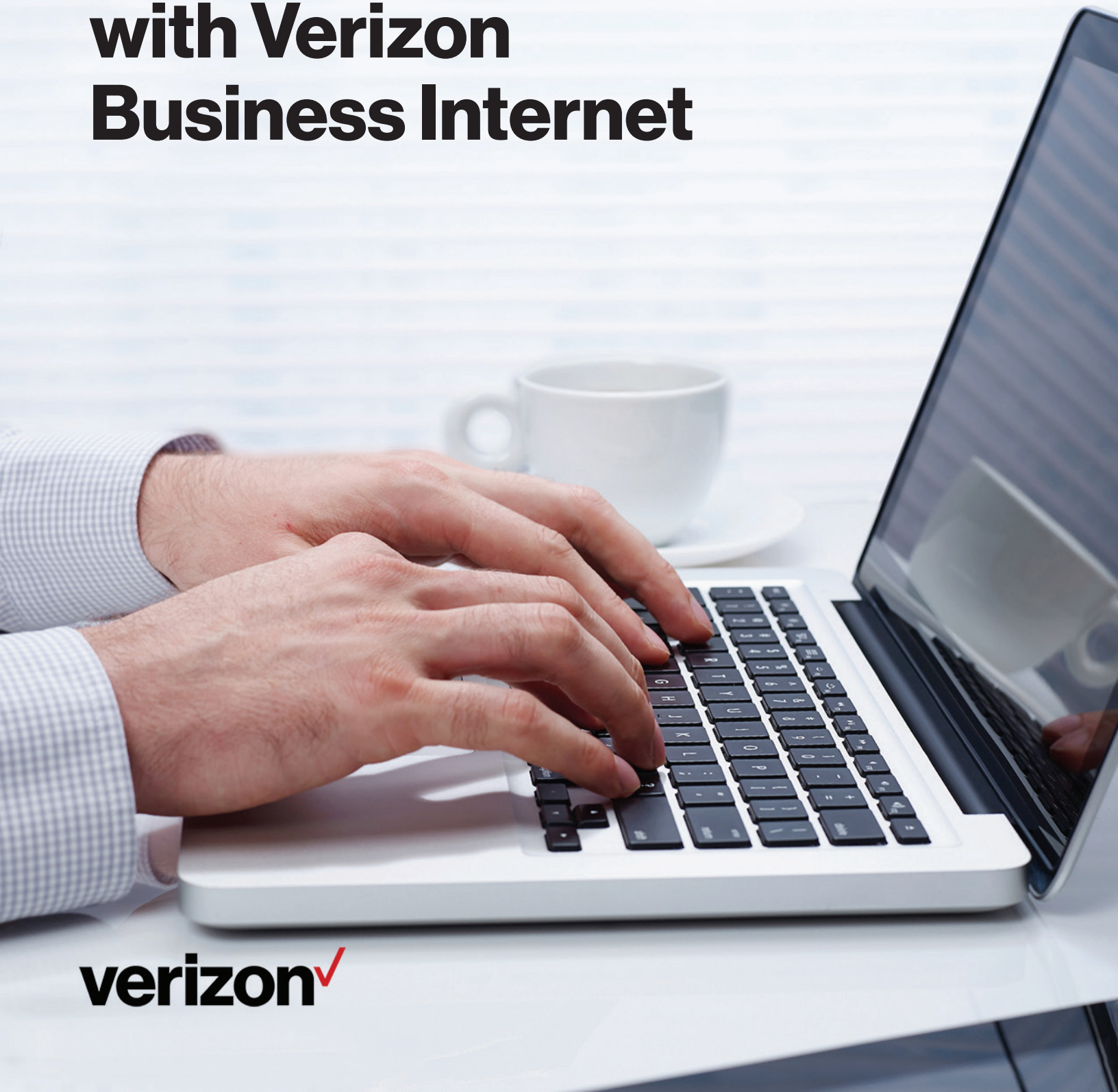


# Getting started with Verizon Business Internet



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

# Here's what you need to get started:

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Based on your order you'll have one of the routers shown here. Either way, installation is exactly the same.



Verizon Wireless Router

or



Router Power Cord



Phone Cord



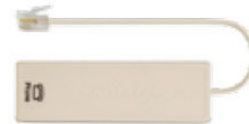
Ethernet Cable  
(Connector larger than phone cord)



Router Stand



2-for-1 Phone Jack Adapter



Phone-line Filter



Wall-mount Filter  
Included only upon request.

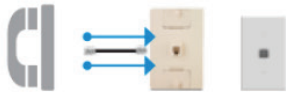
# Now let's get you up and running with these easy steps.

You'll hear from us by email once your service is ready or you can visit us online at [verizon.com/BizWhatsNext](http://verizon.com/BizWhatsNext) to confirm your service date.

## 1. Filter your phone.

- Disconnect your previous Internet service and equipment.
- Install phone-line filters in all phone jacks to be used, except the one used for the router.
- Connect wall-mount filters to all wall phones.

For a wall-mounted phone.



For a desk or cordless phone.



## 2. Connect the router.

- Plug the phone cord into your router and then into a phone jack. The 2-for-1 adapter can be used if an extra phone outlet is needed.

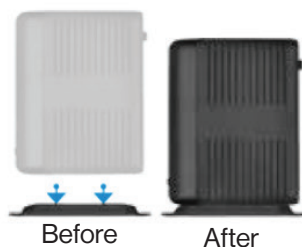


- Plug in the power cord and turn the router on.



## 3. Train your route to sit or stand.

- Some routers can sit upright to save space.
- Line up the base tabs with the arrow facing forward. Snap the router into place you're good to go.



## 4. Choose your connection.

### Wired

- Connect the Ethernet cable to any yellow Ethernet port on the router and then to your computer. Connect the Ethernet cable to any yellow Ethernet port on the router and then to your computer.



### Wireless

- Find the label on your router, showing **Network Name and SSID**.
- Turn on any wireless device and launch the wireless application.
- Select your **Network Name/SSID**. When prompted enter your **Key/Password** exactly as it appears on your router's label. Select **"Connect."**



## 5. Make sure all systems are go.

### Account Activation

- Go to [verizon.com/Support/BizSupport](http://verizon.com/Support/BizSupport) to activate your account and accept the Terms of Service.
- Download the software for any additional products you purchased.
- Optimize line performance by leaving the router on for a least 30 days.

### Need help?

Visit [verizon.com/Support](http://verizon.com/Support), select Internet and follow the prompts for interactive help.

# Got questions? We have answers.

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**Q: What if I don't have a dial tone on my phone line?**

**A:** Try plugging your phone into a different phone jack and make sure filters are installed properly.

**Q: How can I fix an intermittent loss of connection?**

**A:** Rebooting will solve most connection issues. Also, make sure your cables are securely connected.

**Q: What if I hear static or noise on my phone line?**

**A:** Ensure that all phones and other devices using your phone line have filters attached. Check that the line side of the filter is plugged into the phone jack, and the phone side of the filter is plugged into the phone or other equipment.

**Q: What can I do if my service feels slow?**

**A:** Wi-Fi signal strength can be affected by router location and the number of wireless devices in operation. If you experience a weak signal, visit [verizon.com/Support/BizSupport](https://www.verizon.com/Support/BizSupport).

**Q: What if I forget my username and/or password?**

**A:** If you know your Verizon username and the answer to your secret question, use the Password Reset Tool at [verizon.com/MyBusiness](https://www.verizon.com/MyBusiness). If you can't find your username contact us at **1.800.Verizon (1.800.837.4966)**.

Keep in mind you can [click here](#) anytime to visit our getting started web page for additional information.

