Welcome to life on FIOS
Get started with this easy Self-Installation Guide.
Welcome to a network that’s light years ahead. Welcome to life on FiOS.

Congratulations on choosing Verizon FiOS! You’re just a few quick connections away from a home entertainment experience like no other.

Get ready for Internet that can handle it all — laptops, smartphones, computers, tablets and gaming consoles — even when everyone at home is online at the same time. Get ready for TV that makes you say, “Wow,” with the best picture quality and all the HD and On Demand programming you crave. Get ready to be amazed.

Whether you’re setting up FiOS® Internet, TV or phone — or all three — you’ll be up and running in no time. So flip the page and let’s get started.
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NOTE: If installing two services, set up Internet before TV. If installing TV only, set up router (page 4) first.
YOUR BOXES MAY INCLUDE:

- COAX CABLE SUPPLIED
- COMPONENT CABLES SUPPLIED
- ETHERNET CABLE (6') SUPPLIED
- CABLE BARREL CONNECTOR SUPPLIED
- POWER CORD SUPPLIED WITH SET TOP BOX OR DIGITAL ADAPTER
- 2-WAY SPLITTER SUPPLIED
- ROUTER POWER CORD SUPPLIED WITH FiOS ROUTER
- FiOS™ TV REMOTE SUPPLIED WITH TV SERVICE
- DIGITAL ADAPTER AVAILABLE ON REQUEST
- SET TOP BOX HD AND STANDARD MODELS VARY
- POWER CORD SUPPLIED WITH SET TOP BOX OR DIGITAL ADAPTER
- CableCARD AVAILABLE ON REQUEST

For support, visit fioshelp.verizon.com or call 1.855.372.2181.
It all starts with the router: your key to easy home networking.

NOTE: If installing two services, set up Internet before TV. If installing TV only, set up router first.

For support, visit fioshelp.verizon.com or call 1.855.372.2181.
FiOS Router Setup
Step 1: Optional — Testing connections

Before you set up your FiOS services, you need to identify all of the locations in your home where you are planning to install either your FiOS Router or TV equipment. Follow these steps to test all of the coax connections you intend to use for your FiOS services in order to verify they are working properly.

Other wiring options: Match the type of connectors found in your home to one of the pictures on the right.

1. Connect one end of the **coax cable** to the red **coax port** on the back of the router. Connect the other end to a **coax wall outlet**.
2. Plug the black power cord into the black port on the back of the router, then into a power outlet.
3. Turn the FiOS Router **ON**.

**NOTE**: Not all coax connections in your home will necessarily look the same.
FiOS Router Setup
Step 1: Optional — Testing connections

Verify your connections:
To verify that the coax connection is working, look at the FiOS Router lights.
- Make sure the power light A on the front of the FiOS Router is SOLID GREEN. This may take a moment.
- Make sure the Coax WAN light B on the front of the FiOS Router glows STEADY GREEN. This may take a few moments.
- Once the Power and Coax WAN lights are GREEN, you have verified that the connection can support a FiOS Router or a FiOS Set Top Box.
- You can now disconnect the power and coax cable from the connection in this room, and test other coax locations within your home.
- Once you have tested all of your locations for your FiOS equipment, you may reconnect your FiOS Router to the coax connection of your choice.

Troubleshooting Tips:
FiOS Router power light does not illuminate:
- Check the power cable’s connection to the router and power outlet.
- Toggle the router power switch OFF and ON.
- Try a different power outlet.

FiOS Router Coax WAN light does not turn GREEN:
- Check the coax cable, and verify a tight connection to the router and wall outlet.
- Toggle the router power switch OFF and ON.
- Test the router at a different coax wall outlet.

NOTE: You can also use the router vertically.
For any coax wall outlet location where the Coax WAN light does not turn GREEN, that outlet may not be connected to the FiOS Network. Set up your equipment using another location or call for wiring problem support.
Plug the black power cord into the black port on the back of the router; then into a power outlet.

Select a location that’s near a coax cable connector. If you’re connecting your PC to the router with an Ethernet cable, put the router where you can conveniently place the Ethernet cable between the router and the PC. Connect cables following steps A, B and C.

Connect one end of the coax cable to the red coax port on the back of the router. Connect the other end to a coax wall outlet. If your wiring from the wall does not have an outlet, use the barrel connector to help connect the coax cable to the coax wire from the wall.

Turn the FiOS Router ON. Make sure the power light on the front of the FiOS Router is **SOLID GREEN**: this may take a moment. Make sure the Coax WAN light on the front of the FiOS Router glows **GREEN**. This may take a few moments. If you don’t get a green light, see troubleshooting section.

FiOS Router Setup
Step 2: Selecting a router location

NOTE: FiOS Internet setup takes approximately 20 minutes.
When completed, see page 8 to set up your Internet, or move on to page 13 if you are installing TV only.
Plug the yellow Ethernet cable from the PC into any of the four yellow Ethernet ports on the back of the FiOS Router. Make sure the computer is turned on, then plug the other end of the yellow Ethernet cable into an Ethernet port on the computer. An Ethernet port looks similar to a regular telephone jack, but is slightly larger.

The Power Light must glow a SOLID GREEN.

The Coax WAN Light must glow a SOLID GREEN.

The LAN Ethernet lights are either SOLID or FLASHING GREEN.

Make sure at least one of the LAN Ethernet lights on the front of the FiOS Router is either SOLID or FLASHING GREEN. This may take a few moments.

FiOS Router Setup
Step 3: Connecting your router and PCs for Internet service

NOTE: Connect cables following steps A and B.

NOTE: If you intend to connect multiple PCs wirelessly, you should connect your first PC with a wired Ethernet cable to your router. Once your network is configured, you can set up your wireless connections. Need help? Visit fioshelp.verizon.com and click FiOS Internet.

NOTE: For tablet setup, it’s recommended you install FiOS via a laptop or PC, then add your tablet to the wireless network.
FiOS Router Setup

Step 4: Optional — Adding a splitter to connect a TV

NOTE: Follow optional instructions A and B to install a Set Top Box and FiOS Router using a single coax wall outlet.

For support, visit fioshelp.verizon.com or call 1.855.372.2181.
INTERNET SERVICE ACTIVATION STEPS

1. Open an Internet browser. If you are not automatically redirected, go to activatemyfios.verizon.net. (Please note: if you visited verizon.com/whatsnext and already set up your account, skip to step 3, below.)

2. Set up your account by selecting your user ID and password for online account and e-mail access.

3. Configure your computer for Verizon FiOS Internet service.

4. Download software to manage your Internet connection and product downloads.

5. When you see the Activation Complete message, you are ready to explore FiOS Internet.
Configuring wireless PCs

1. On the FiOS Router, you will see a label that lists the router’s preset codes. Write this information down. ESSID: ______________________
   WPA2 Key: ______________________
   NOTE: If you are using an existing FiOS Router, you may have a WEP Key instead of a WPA2 Key.

2. Launch your computer’s wireless application. Now look for your ESSID in the list of wireless networks shown. Select your wireless network and click Connect. NOTE: The network name should match the name of the ESSID on your FiOS Router’s wireless label.

3. When you are prompted to enter a Network Key, enter the WPA2 Key EXACTLY as it appears on your router’s wireless label (case sensitive). Then click Connect.

4. To make sure the settings were enabled, visit verizon.com/connect.

5. Congratulations! Your FiOS Internet service is now ready to go.
A few simple connections, then sit back and enjoy the show.

NOTE: If installing two services, set up Internet before TV. If installing TV only, set up router (page 4) first.
After your FiOS Router is set up, you are ready to begin Set Top Box installation.

Set Top Box installation instructions begin on page 14 for HDTVs using component cables. Instructions for standard-definition TVs using coax cables start on page 16. The Set Top Box model number is located on the lower right- or left-hand corner of the box.

Digital Adapter installation instructions using coax cables start on page 18. If you requested a CableCARD, instructions begin on page 20.

NOTE: The Digital Adapter and CableCARD provide FiOS® TV access without the interactive features, Video On Demand or the full Media Guide that a regular Set Top Box provides. The Digital Adapter connects to either an HDTV or standard-definition TV. It outputs a standard-definition picture. (Digital Adapters convert the digital to an analog signal so you can still watch TV on an analog set.)

For support, visit fioshelp.verizon.com or call 1.855.372.2181.
TV Service Setup
Connecting your HDTV to the Set Top Box

SET TOP BOX SETUP INSTRUCTIONS USING THE COMPONENT CABLES

1. Make sure your FiOS Router and your TV are turned on.
2. Follow instructions A, B & C below. Plug locations may vary according to the Set Top Box model.
3. Once plugs are connected, proceed to Activation Steps on the next page.
4. Insert batteries in the remote control. Your remote control is already programmed to operate your Set Top Box. Afterwards you will program your remote control to operate your TV.

A. Connect the **coax cable** from the **coax wall outlet** or splitter to the **RF IN** or **FiOS TV IN** input on the back of the Set Top Box.

B. Connect the audio (white) and video (black) component cables to the matching ports on the back of your Set Top Box and your TV (HDMI may be substituted).

NOTE: An HDMI cable may be substituted for a component cable if desired in step B as shown with the dotted grey line.

For alternative wiring options, visit verizon.com/fiostvwiring.
NOTE: Confirm your TV is tuned to channel 3. Then make sure the TV is set to the proper INPUT setting. Using the remote control that came with your TV, set the TV to the correct INPUT to match the cables you connected from the TV to the Set Top Box.

ACTIVATION STEPS

1. Auto-activation takes 15 minutes. Continue setting up other TVs once activation is under way.

2. The activation process starts automatically and is visible on the TV screen. During the activation process you will see various screens appear on your TV. A status screen (Image A) will appear; the TV and Set Top Box will also turn off and on automatically throughout the process.

3. Once activation is complete (Image B), press EXIT using the FiOS TV Remote Control.

4. **CONGRATULATIONS, YOUR HDTV SET TOP BOX IS ACTIVATED!** Follow the instructions that came with your FiOS TV Remote Control to program the remote and operate your TV. Check to ensure you can access the channels you ordered.

5. In your self-install package is a Welcome Kit that has a FiOS for Starters Guide and an Interactive CD experience to get you started on enjoying FiOS TV.

**Simple Troubleshooting Steps**

1. If your Set Top Box shows an activation failure, the screen may prompt you on how to troubleshoot.

2. If your TV shows no on-screen activity for more than 15 minutes, unplug the Set Top Box power cord from the wall outlet. Wait 15 seconds. Plug the power cord back into the wall. Then repeat auto-activation steps. More detailed troubleshooting is covered in the Appendix, page 24.

For support, visit fioshelp.verizon.com or call 1.855.372.2181.
TV Service Setup
Connecting your standard-definition TV to the Set Top Box

SET TOP BOX SETUP INSTRUCTIONS WITH A COAX CABLE
1. Make sure your FiOS Router is turned on and your TV is turned on and tuned to channel 3.
2. Follow instructions A, B and C below. Plug locations may vary according to the Set Top Box model.
3. Once plugs are connected, proceed to Activation Steps on the next page.
4. Insert batteries in the remote control. Your remote control is already programmed to operate your Set Top Box. Afterwards you will program your remote control to operate your TV.

A Connect the coax cable from the coax wall outlet or splitter to the RF IN or FiOS TV IN input on the back of the Set Top Box.

B Connect the second coax cable to the TV/VCR output on the back of the Set Top Box. Connect to the antenna or cable on the back of the TV.

C Plug one end of the Set Top Box power cord into the Set Top Box, and the other end into the power outlet.

NOTE: For alternative wiring options, visit verizon.com/fiostvwiring.
TV Service Setup
Activating your standard-definition Set Top Box

ACTIVATION STEPS

1. Auto-activation takes 15 minutes. Continue setting up other TVs once activation is under way.
2. The activation process starts automatically and is visible on the TV screen. During the activation process you will see various screens appear on your TV. A status screen (Image A) will appear; the TV and Set Top Box will also turn off and on automatically throughout the process.
3. Once activation is complete (Image B), press EXIT using the FiOS TV Remote Control.
4. CONGRATULATIONS, YOUR SET TOP BOX IS ACTIVATED! Follow the instructions that came with your FiOS TV Remote Control to program the remote and operate your TV. Check to ensure you can access the channels you ordered.
5. In your self-install package is a Welcome Kit that has a FiOS for Starters Guide and an Interactive CD experience to get you started on enjoying FiOS TV.

Simple Troubleshooting Steps

1. If your Set Top Box shows an activation failure, the screen may prompt you on how to troubleshoot.
2. If your TV shows no on-screen activity for more than 15 minutes, unplug the Set Top Box power cord from the wall outlet. Wait 15 seconds. Plug the power cord back into the wall. Then repeat auto-activation steps. More detailed troubleshooting is covered in the Appendix, page 24.

For support, visit fioshelp.verizon.com or call 1.855.372.2181.

NOTE: Confirm your TV is tuned to channel 3. Then make sure the TV is set to the proper INPUT setting. Using the remote control that came with your TV, set the TV to the correct INPUT to match the cables you connected from the TV to the Set Top Box.

Installing FiOS equipment from your old address? Please call to activate your Set Top Boxes. The auto-activation will not work for equipment moved from a different address.
1. Follow instructions A, B and C as shown below.
2. For instructions on hooking up other equipment, visit verizon.com/fiostvwiring.
3. Once plugs are connected, proceed to Activation Steps on the next page.

A. Connect the coax cable from the coax wall outlet to the RF IN or FiOS TV IN input on the back of the Digital Adapter.

B. Connect the second coax cable to the TV/VCR output on the back of the Digital Adapter. Connect to the antenna, cable or A/V input on the back of the TV.

C. Plug one end of the Digital Adapter power cord into the Digital Adapter, then the other end into a power outlet.

NOTE: If activating more than one Digital Adapter, plug in all the Digital Adapters prior to activation.
ACTIVATION STEPS

1. If activating more than one Digital Adapter, plug in all the Digital Adapters prior to activation.
2. Insert batteries in your FiOS TV Remote Control. Your remote control is already programmed to operate your Digital Adapter.
3. Turn on the Digital Adapter by pressing the Set Top Box button on the FiOS TV Remote Control. When working, the Digital Adapter yellow ON light is illuminated.
4. Turn your TV on and tune to channel 3, either manually or with the remote control that came with your TV.
5. To complete activation, call the Verizon Support Center at 1.855.372.2181 and provide the Digital Adapter serial numbers.
6. Once activation is done, the Digital Adapter will turn itself off. Turn on the Digital Adapter using your FiOS TV Remote Control.
7. Program your FiOS TV Remote Control to operate your TV. (Instructions are included with your FiOS TV Remote.)
CABLECARD SETUP INSTRUCTIONS

1. Read through the instructions for your CableCARD-ready device and complete any setup.

2. If you’re connecting to a Digital Video Recorder:
   a. Follow cable connection instructions in steps A and B.
   b. Slide the CableCARD into your recorder and proceed to step 4 on the next page.

3. If you’re connecting directly to a CableCARD-ready TV:
   a. Connect the coax cable from the TV to a coax wall outlet.
   b. Slide the CableCARD into your TV and proceed to step 4 on the next page.

NOTE: With a TV that’s CableCARD-ready, you can put the CableCARD directly into a slot in the back.
4. Follow the setup instructions onscreen. When the CableCARD is inserted, you will see a **pairing screen** with information (see image to the right). Follow the on-screen instructions. If you don’t see the pairing screen on your TV, make sure the TV is on the correct input setting (refer to your TV instructions for help).

5. Write down the information shown on your TV. Please write down the information shown on your TV screen for each CableCARD. You will be asked to provide these numbers during activation.

6. Locate your activation code in the Customer Receipt. If you ordered multiple CableCARDs, you’ll receive multiple letters with one letter for each CableCARD.

   CableCARD activation code(s): ______________________________________________________

   Your ZIP Code: ___________________

7. Select which method of activation you prefer. Follow the prompts.
   a. Visit [verizon.com/fiostv/selfinstall](http://verizon.com/fiostv/selfinstall)
   b. By phone at 1.888.897.7499
   c. Use the In-Home Agent desktop solutions tool, which can be downloaded at [verizon.com/inhomeagent](http://verizon.com/inhomeagent)

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**Pairing Screen Information**

<table>
<thead>
<tr>
<th>Format</th>
<th>Your Device Information (see pairing screen above)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CableCARD ID:</td>
<td>13 digits - - - - - - - - - - - -</td>
</tr>
<tr>
<td>Host ID:</td>
<td>13 digits - - - - - - - - - - - -</td>
</tr>
<tr>
<td>Data ID:</td>
<td>11 digits - - - - - - - - - -</td>
</tr>
</tbody>
</table>

For support, visit fioshelp.verizon.com or call 1.855.372.2181.
Phone service should already be available at any of the telephone jacks in your home. If using a corded telephone, simply plug the line cord from your phone into any telephone jack. You should receive a dial tone and be able to make calls.

If using a cordless phone, make sure that the base station is powered and the handset is fully charged:

FiOS Digital Voice requires the use of 10-digit dialing for local calls. It's simply the area code and a seven-digit telephone number. If you have a home security system, contact your provider to make sure your alarm system is programmed for 10-digit phone notification.

To set up Voice Mail, call 1.888.2FiOSVM (1.888.234.6786) and follow the prompts.

NOTE: FiOS® Digital Voice setup takes approximately 5 minutes. If you do not receive a dial tone, ensure that you have reached your Service Ready Date.

For more FiOS Digital Voice support, visit verizon.com/fiосvoice.
Troubleshooting with Verizon In-Home Agent (IHA)

Verizon In-Home Agent is a FREE, 24/7 help and support tool for your TV and PC that provides you with fast, easy help at the click of your mouse or remote!

The In-Home Agent icon should already be downloaded onto your PC. You should see the icon on your computer. If the In-Home Agent icon does not appear on your desktop, download it for free at verizon.com/inhomeagent.

Accessing In-Home Agent from your FiOS TV Remote Control:
1. Click Menu
2. Click Help
3. Click In-Home Agent
4. From the Web site, you can click on any of the following options:
   - Reboot Set Top Box
   - Network Diagnostics
   - Program Remote

IHA can answer and solve most troubleshooting issues. It can also help with installation and setup of new devices.

For support, visit fioshelp.verizon.com or call 1.855.372.2181.
Appendix: Troubleshooting

PC — TROUBLESHOOTING ROUTER AND PCs

COAX WAN LIGHT ON ROUTER DOES NOT ILLUMINATE:
1. Check the coax connections at the coax wall outlet and the router. Make sure the connectors are hand-tightened and not easily separated.
2. The coax wall outlet may not be connected to the home network; install the router at a different wall outlet.

ETHERNET LAN LIGHTS ON ROUTER DO NOT ILLUMINATE:
Make sure the Ethernet cable is plugged into one of the four yellow ports (not the white port) on the back of the router.
For additional help, go to fioshelp.verizon.com and look under the FiOS Router Setup section, or call the Verizon Support Center.

TROUBLESHOOTING TABLETS
It’s recommended to install FiOS via a laptop or PC, then add your tablet to the wireless network.

TV — TROUBLESHOOTING REMOTE CONTROL
1. The FiOS TV Remote Control is preprogrammed to control the Set Top Box. Other devices must be programmed manually.
2. Consult the “Remote Control Guide” included with the packing materials.
3. Visit verizon.com/usingfios for an interactive experience on using your remote control.

TV — TROUBLESHOOTING FiOS ROUTER
1. The router must be turned on before activation can begin.
2. Typically, the router should be located near your main computer.
3. Make sure the Power, WAN and Internet lights are GREEN. If not, then turn the router OFF and ON.
JUST MOVED?
Did you take FiOS equipment to a new address? Please call to activate your Set Top Boxes. Instructions on pages 15 and 17 do not work when moving equipment to a different address.

TV — TROUBLESHOOTING AUTOMATIC ACTIVATION
IF YOU GET THE MESSAGE “RF CHECKS FAIL...”:
1. Check all the coax cables to make sure connectors are hand-tightened and not easily separated.
2. Check that one end of the coax cable is attached to RF IN on the Set Top Box, and the other is connected to the coax wall outlet.
3. After checking coax cables, unplug the Set Top Box power cord and plug it back in.
4. If the Set Top Box continues to fail, please call the Verizon Support Center.

TV — TROUBLESHOOTING THE PICTURE
IF YOUR TV HAS A BLUE SCREEN OR NO PICTURE:
1. Make sure that both the Set Top Box and TV are turned on.
2. If you are using a coax cable to connect your Set Top Box to your TV, make sure the TV is on channel 3.
3. If you are using an HDMI or other non-coax cable to connect your Set Top Box to your TV, make sure your TV is on the correct input channel using the TV remote. Refer to your TV manual if you’re unsure how to check the input channel.
TV — TROUBLESHOOTING HOME THEATER OR DVD HOOKUPS

1. Instructions on pages 14 and 16 describe basic Set Top Box hookup.
2. For instructions on hooking up DVD players and Home Theater Systems, visit verizon.com/fiostvwiring.
3. Locate your Set Top Box model number on the on-screen list. Click on your model and follow the detailed instructions.

IF ACTIVATION FAILS:
1. Unplug the Set Top Box power cable. Wait 15 seconds and plug back in. Reattempt activation.
2. If the Set Top Box continues to fail, please call the Verizon Support Center.

HELP VIDEOS ARE AVAILABLE FREE FROM THE ON DEMAND MENU.*
Access On Demand from your remote by pressing the Menu button. Select the Help section of the main menu to see detailed information and instructional videos. Learn how to create settings for:
Remote Control,** Parental Controls, Widgets and much more.

*On Demand menu is only available to customers with access to the Interactive Media Guide.
**Your remote may look different. All FiOS TV remotes are programmed to work with your Set Top Box.

More Help Options: For a demo of FiOS TV and Internet features, visit verizon.com/usingfios.
To check your account settings, go to myverizon.com and log on to your account. If you do not have an online account, setting one up is easy!
PHONE SERVICE — TROUBLESHOOTING NO DIAL TONE

• If this is a cordless phone system, please check that the handset is charged. If the handset does not charge, you may need to replace the battery.

• If there is no dial tone, move the telephone to another wall jack in the house. Lift the receiver and listen for a dial tone again. Repeat as necessary for other wall jacks.

• If there is a dial tone on at least one jack, but not all, then there is most likely a problem within the home wiring. Verizon can repair the jacks for a charge, or you can contact another vendor to repair the wiring.

• If you don’t hear a dial tone on any jacks, disconnect the base unit from the telephone jack and connect an alternate phone to verify if it is working or not.

• If there is still no dial tone, call the Verizon Support Center.

PHONE SERVICE — TROUBLESHOOTING NOISE, STATIC OR A WEAK SIGNAL

• If your phone shares a power outlet with a modem, or if it is plugged into a shared surge protector, try plugging the phone (or modem/surge protector) in at a different location. If this solves the problem, relocate your phone and modem farther apart from one another, or use separate surge protectors.

• If you experience noise or interference while on a call, you may be too far from the base unit, or in an obstructed area. Try moving to a different location. If this does not improve the transmission, press PROG/CHAN on your phone. You can press this key more than once, if necessary. Replace the handset in the base momentarily to reset the line, then try your call again.
FiOS
A NETWORK AHEAD