Here’s your guide to easy installation.
Get the most out of Verizon High Speed Internet.
Congratulations on choosing Verizon High Speed Internet. In this guide, you’ll find everything you need to set up and enjoy your new Internet service.

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What’s in the box

The model of router enclosed is based on your order.

**Verizon Wireless Router**

**Router Power Supply**

**Wall Mount Filter**

**Phone Line Filter**

**Verizon Wireless Gateway Router**

**2-for-1 Adapter**

**Ethernet Cable**

**Phone Line**

(Optional: Upon request)
SECTION 1: Equipment Setup & Activation

Please go to myverizon.com/whatsnext to verify your Service Ready Date.

Note: Only after the Service Ready Date can you begin the activation process.

MY SERVICE READY DATE IS:
(can be anytime between 1pm and 9pm, ET)

MY ORDER NUMBER IS:
(on your shipping label and your confirmation e-mail)
You will be notified by e-mail when your service is turned on.
Before you begin

Disconnect your previous Internet service and equipment.

- Remove the old hardware.
- Unplug ALL cables, phones and cords from the wall and your computer.
- Disconnect the existing router where you are installing Verizon High Speed Internet.

Disconnect old Ethernet cable(s)

Disconnect old phone lines

Disconnect old modem
Why filters? Without filters, you’ll experience reduced speeds and static or hissing on the telephone line.

Plug a filter into every in-use phone jack (except the router):

- All phones (corded & cordless)
- Answering machines
- Emergency medical devices
- Fax machines
- Caller ID units
- Satellite receivers
- Security systems

Note: You can order additional filters at: verizon.com/hsiaccessories.
Installing the filters

If you have a wall phone:

1  Optional: Connect the phone to the wall mount filter. (If you didn’t request a wall mount filter, temporarily use the phone line filter supplied, and visit verizon.com/hsiaccessories to order a wall mount filter.)

2  Optional: Connect the filter to the phone jack.
If you have a desk phone:

3. Connect the phone to the phone line filter. Plug a filter into every in-use phone jack (except the router).
Installing the filters

④ Connect the filter to the phone jack. (Please pay attention to the order in which you connect. The phone line filter should be the last piece plugged into the phone jack.)

Plug a filter into every in-use phone jack.
Installing the router

5. Connect one end of the phone line to the router. Then connect the other end of the phone line to the 2-for-1 adapter.

6. Connect the phone line from your phone to the phone filter, and the filter to the 2-for-1 adapter.

7. Insert the 2-for-1 adapter into your phone jack.

8. Plug the router into the power outlet. Turn on the router using the on/off button on the back of the router.
If you have more than one phone jack available, you don't need the 2-for-1 adapter.

Don't put a filter between the router and phone jack.

If you have more than one phone jack available, you don't need the 2-for-1 adapter.
Make a wired connection.

9. Connect one end of the Ethernet cable to the Ethernet port of your computer.

10. Connect the other end of the Ethernet cable to the Ethernet port on the back of the router. The light on your router labeled “Internet” should be solid GREEN.
SECTION 1: Equipment Setup & Activation

Router > Ethernet Cable > Computer

(Back of router)

(Front of router)

Router

Desk Phone
Connecting the computer — wireless option

Make a wireless connection

11) Optional: On the router, find the label that displays your preset codes.

Network Name (SSID)

Key/passphrase

12) Optional: Turn on your computer and launch the wireless application.
13) Optional: Find your Network Name (SSID) on the list of wireless networks in the pull-down menu. Select your network and click Connect.

14) Optional: When you are prompted to enter a Network Key, enter the key/passphrase EXACTLY as it appears on your router’s wireless label (all CAPS, no spaces). Click Connect.
Checklist

- Make sure the router is ON. If you choose to turn it off, wait until at least 30 days after activation to ensure line is optimized.

- Have you installed filters on ALL phone devices, including fax machines and answering machines?

- Make sure you do NOT have a filter between your phone jack and router.

- Confirm that you have received an e-mail stating that your service is ready to be installed.
Activation

After the Service Ready Date and equipment installation:

1. Go to: activatemyhsi.verizon.net.
2. Register your account and accept the Terms of Service.
3. During Registration, your User ID and Password will be created to enable e-mail access. You will also be guided through setting up your email account.
4. Configure your Verizon High Speed Internet account.
5. Download the software to activate your Internet connection and any additional products you purchased.

NOTE: If you previously set up your account, your Internet browser should open automatically.
On the following pages, you’ll find tips to help you get the most from your new Verizon High Speed Internet service, whether you’re at home or on the go: from connecting mobile devices to easy ways to view and manage your account.
With a home network, your entire household can share one Internet connection with several computers, giving everyone access to the Internet at the same time. You can also share access to printers, files and other hardware devices like scanners and fax machines.

You have a choice of **wireless** home networking or **wired** home networking. For directions on setup, go to [verizon.com/hsigetconnected](http://verizon.com/hsigetconnected).

**Security is a top priority at Verizon.**

We urge you to change the factory password setting on your router to a more secure one.

**To learn how:** Residential customers visit [support.verizon.com/hsihomenetwork](http://support.verizon.com/hsihomenetwork).
Adding your tablet

Adding a tablet to your home network is easy. Find and select your Network Name (SSID) shown on your tablet. When prompted, enter your Network Key. Click Connect.

Using Android™:
• Samsung Galaxy (Android™ Honeycomb)
• Motorola Xoom (Android Honeycomb)
• Kindle Fire (Android Honeycomb)
• Nook® by Barnes & Noble (Android™ Gingerbread)

Using iOS:
• Apple® iPad 1/2/3

Visit verizon.com/hsigetconnected for more detailed instructions and an up-to-date list of supported devices.
Managing your account online

My Verizon account and profile.
My Verizon gives you access to all your Verizon accounts, all in one place. View and manage your bills, make changes to your accounts and more. Help tools let you diagnose and repair common problems, or chat live with a Technical Support agent at myverizon.com

You can:
• Sign up for paperless billing.
• Pay your bill online.
• Download, view and print bills (up to 12 months).
• Add features and change your plan.
• Get instant help and support.
Understanding your bill

Our step-by-step interactive overview will help you understand your Verizon bill from top to bottom.

View a complete bill demo online at verizon.com/billingdemo.

Keep in mind, your first bill may be different than expected due to partial-month charges. Subsequent bills should reflect your normal monthly fees.

General help. If you need help or have general questions, visit verizon.com/support or click the red icon on your desktop.
**Connecting to the Internet.**

**Q:** What if I don’t have a dial tone on my High Speed Internet line?

**A:** Check your connections. Make sure that your router is plugged in and turned on, and that all wires are securely connected.

- Ensure that filters are installed properly on all telephone devices.

**Q:** I’m experiencing an intermittent loss of connection. How can I fix it?

**A:** Restart your PC and router.

- Check your connections. Make sure your router is plugged in and turned on, and that all wires are securely connected.

**Q:** My service feels slow. What can I do?

**A:** Power cycle (reboot) your computer and router.

- Clear temporary Internet files on your browser. The PC Checkup Tool can do it for you. It’s located at [support.verizon.com](support.verizon.com), on the left side of the screen.
Q: What if I hear static or noise on my High Speed Internet phone line?
A: Make sure all phones and other telephone devices 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: I forgot my Verizon High Speed Internet username and/or password. What should I do?
A: If you know your Verizon username and the answer to your secret question you can use the Password Reset Tool at support.verizon.com. If you can’t find your username, call Technical Support at 1.800.VERIZON.

Q: Can I set up an additional e-mail address for someone in my household?
A: Yes, you can create up to eight additional e-mail addresses, called Sub-Accounts.
• Log on to myverizon.com using your Primary account.
• Select “My Account.”
• Select “Create New Sub-Account.”
Connecting to Wi-Fi.

**Q:** What if I have trouble connecting?

**A:** Simple tasks like rebooting your laptop or netbook will solve most connection issues. Most computers have a Wi-Fi setting. Be sure your Wi-Fi is turned on. If your computer does not have a Wi-Fi setting, go to Internet Options on your computer and verify your wireless LAN (WLAN) connection is enabled. If it is not enabled, please right-click and enable it. Check your signal. Right-click on the Wireless icon in the system tray, select “View Wireless Networks” and select a network from the list presented.

**Q:** What factors can affect my connection speed while using my wireless home network?

**A:** Wi-Fi signal strength can be affected by many factors, including the location of the wireless router, building architecture and materials, and the number of other wireless devices in operation. If you experience a weak signal or loss of signal, you should try relocating within the immediate area to improve the signal strength.