



Start Here:

A Quick Guide to Installing Your Verizon High Speed Internet

It's the Network



We're delighted to have you join the Verizon High Speed Internet community. This step-by-step guide will make it easy for you to install your Verizon High Speed Internet equipment.

Please remember to wait until your Service Ready Date before you begin installation.

We'll contact you by phone and/or email with your Service Ready Date. To check the status of your order:

- Residential customers, please go to **[verizon.com/whatsnext](https://www.verizon.com/whatsnext)**
- Business customers, please go to **[verizon.com/business/status](https://www.verizon.com/business/status)**

Welcome

to Verizon High Speed Internet.

Once your service is set up, be sure to visit the Verizon homepage at **myverizon.com** to find out more about the benefits of your Verizon High Speed Internet service.* You'll also learn how to set up email and create a network, plus find information about security features.

We know you're going to enjoy your new Verizon High Speed Internet. And thank you. We appreciate your business.

*Prequalification for the service is based on your telephone number and location. Further testing may reveal that your line does not qualify.

It's the Network

What's in the box



Your Verizon High Speed Internet is easy to install.

or router, then check to make sure you have the additional pieces shown.

In this package, you'll find **only one** of the three devices below. Identify your modem

Westell 7500 Router



Uses the Y-Ethernet/USB Cable.

Westell 6100 Modem



Uses the Ethernet cable for Residential customers.

Uses the Y-Ethernet/USB cable for Business customers.

Actiontec Router



Uses the Ethernet cable.

Modem Power Supply



Wall Mount Filter



(Optional: You must request this with your initial order.)

Phone Line Filter



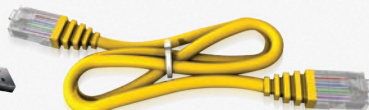
2-for-1 Adapter



Y-Ethernet/USB Cable



Ethernet Cable



Phone Line



(You'll receive either a combo Y-Ethernet/USB cable OR an Ethernet cable depending on the modem you'll be using.)

Before you begin



Disconnect previous service and equipment.

If you currently have Internet service:

- Remove the old hardware.
- Unplug ALL cables, phones and cords from the wall and your desktop or laptop computer.

If you have more than one computer:

- Disconnect the existing router where you are installing Verizon High Speed Internet.
- Do not reconnect that router if you're using a Verizon wireless modem/router.



Disconnect old modem



Disconnect old Ethernet cable(s)



Disconnect old phone lines

Install the filters.

- Filters improve your connection to Verizon High Speed Internet.
- Plug a filter into every in-use phone jack. (See the picture below.)
- Without filters, you will experience reduced speeds as well as static or hissing on the telephone line.
- Important: Do not use a filter on the modem.



Phone Line Filter

Examples of devices that require filters:

- All phones (corded and cordless)
- Dial-up modem (if still in use)
- Answering machines
- Emergency medical devices
- Fax machines
- Caller ID units
- Satellite receivers
- Security systems

Note: Filters are only required if you have landline telephone service.
Order additional filters at: **verizon.com/hsiaccessories**.



Phone Jack

Getting started



Phone Line

What kind of phone do you have?

If it's a wall phone:

- ① 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](https://www.verizon.com/hsiaccessories) to order a wall mount filter.)
- ② Connect the filter to the phone jack.

Wall Phone and Phone Cord

Optional Wall Mount Filter

Phone Jack





Phone Line Filter

If it's a desk phone:

- ③ Connect the phone to the filter.
- 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.)

Desk Phone and Phone Line

Phone Line Filter

Phone Jack





Take the next step



Phone Line

Put it all together:

- 5 Connect one end of the phone line to the modem. Then connect the other end of the phone line to the 2-for-1 adapter.
(Important: Do not put a filter on the phone line connected to the modem.)

Modem

(Front of modem)



(Back of modem)

5

- 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.



2-for-1 Adapter



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

Plug the modem into your computer



Ethernet Plug



USB Plug
(USB plug is
not advised)

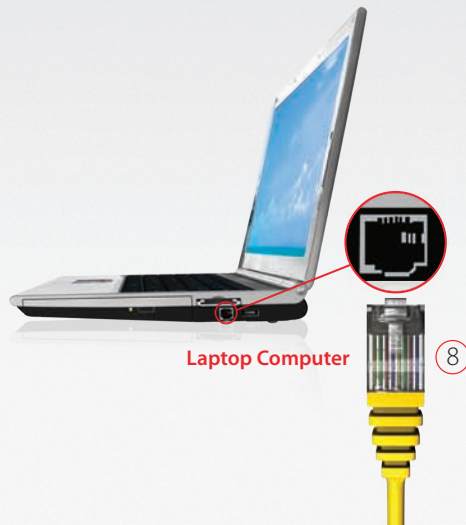
Make the connection.

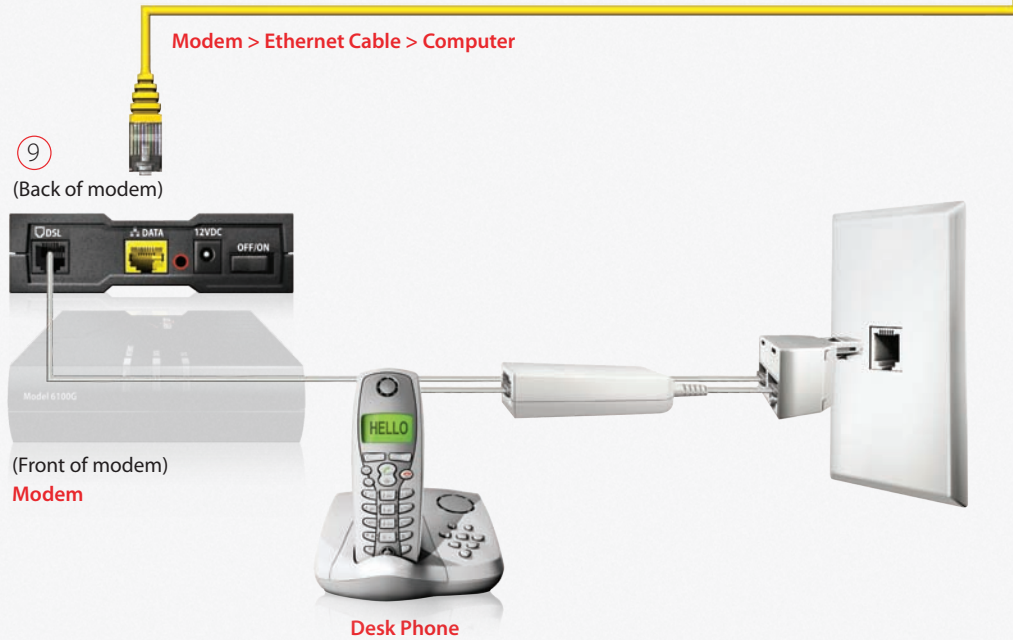
- ⑧ Connect one end of the Ethernet cable into the Ethernet port of your computer. (If your installation kit came with the Y-cable, then only use the Ethernet plugs. We do not recommend using the USB plug.)

Desktop Computer



- ⑨ Connect the other end of the cable into the Ethernet port on the back of the modem.







Finally, plug the modem into the wall outlet



Power Supply

Plug in the modem:

- ⑩ Connect the power supply cord to the modem and plug it into a power outlet.
- ⑪ Turn on the modem using the on/off button. Wait until the Internet light on

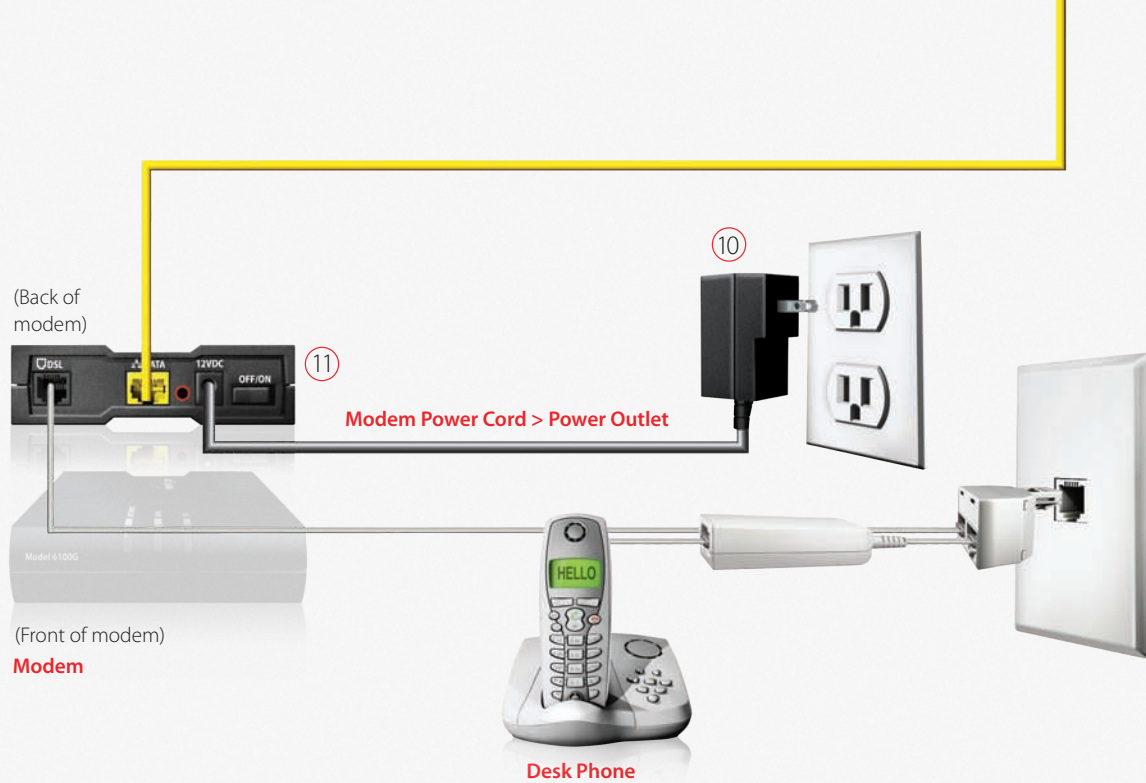
the modem is steady or flashing green before going to the next step.



Desktop Computer



Laptop Computer



You're almost there



Quick checklist:

- ☐ Did you remove equipment from your previous Internet service?
- ☐ Have you installed filters on ALL phone devices?
- ☐ Make sure you do NOT have a filter between your phone jack and modem — it will prevent an Internet connection.
- ☐ Do you have a wireless router? If so, see the Support/Home Networking section at **verizon.com/hsigetconnected**.

Activate your service.

- Open Internet Explorer and follow the online instructions. Mac users: Open Safari.
- If you are not automatically redirected, go to: **activatemyhsi.verizon.net**.
- Activate your account and download important Verizon software and any Broadband Essentials and Extras you ordered.
- Now, start surfing!



Troubleshooting

Problem:

The high speed Internet light on your modem is blinking.

- Verify that your phone jack is working: Plug a telephone into the jack to see if there's a dial tone.
- Make sure you didn't put a filter on the modem.
- Make sure you're using the phone line provided, or one similar in length. The phone line must be 15 feet or shorter.

Problem:

All the lights on your modem are solid (not blinking) but you can't connect to the Internet.

- Turn the computer off and on again.
- Make sure you registered the account. If you have not registered, go to **activatemyhsi.verizon.net**.
- Verify that your Ethernet cable is connected properly: You must connect one end of the Ethernet cable to your modem's Ethernet port and the other end to your computer's Ethernet port.
- **Wireless users:** You must first connect using an Ethernet cable to register and configure your modem's setting.

Problem:

Static or hissing on the phone line.

- Make sure each phone line in use (except the phone line connected to the modem) has a filter attached, and the filter isn't damaged.

Still need help?

- Visit us online at **verizon.com/help**
Or
- Residential Customers, call us at **1.800.567.6789**
Business Customers, call us at **1.888.649.9500**

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CGH10014-7/10Y

