

FiOS

The amazing power of FiOS® starts here.

LET'S GET STARTED





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(Required for both Internet and TV services)

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NOTE: Install the router first UNLESS you already have an active FiOS Internet connection.

YOUR BOXES MAY INCLUDE:



COMPONENT CABLES
SUPPLIED



COAX CABLE
SUPPLIED



ETHERNET CABLE (6')
SUPPLIED



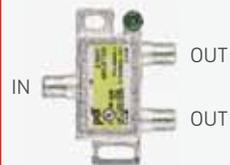
CABLE BARREL CONNECTOR
SUPPLIED



POWER CORD
SUPPLIED WITH SET TOP BOX
OR DIGITAL ADAPTER



ROUTER POWER CORD
SUPPLIED WITH FIOS ROUTER



2-WAY SPLITTER
SUPPLIED



FiOS™ ROUTER
SUPPLIED



CableCARD
AVAILABLE ON REQUEST



FiOS™ TV REMOTE
SUPPLIED WITH TV SERVICE



DIGITAL ADAPTER
AVAILABLE ON REQUEST



SET TOP BOX
HD AND STANDARD MODELS VARY

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



It all starts with the router: your key to easy home networking.



FiOS ROUTER

NOTE: You must install the router BEFORE you can install any of your FiOS services.

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



FiOS Router Setup

Step 1: Optional — Testing connections



COAX CABLE



ROUTER POWER CORD



COAX WALL OUTLET



Identify the coax wall outlets where you plan to install your FiOS Router or TV equipment. Next, follow the steps below to test and verify that your coax connections are working properly.



FiOS Router (Back)



FiOS Router (Front)

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 power cord into the 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.

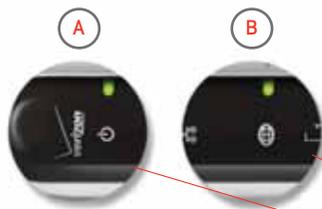


FiOS Router Setup

Step 1: Optional — Testing connections

Verify your connections:

- Make sure that the router's **Power light** **(A)**, located 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 **SOLID 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.



FiOS Router (Front)

- You can now disconnect the power and **coax cable** from the connection in this room, and test other coax locations within your home.

Troubleshooting Tips:

FiOS Router Power light does not illuminate:

1. Check the power cable's connection to the router and power outlet.
2. Toggle the router power switch **OFF** and **ON**.
3. Try a different power outlet.



FiOS Router (Back)

FiOS Router **Coax WAN light** does not turn **GREEN**:

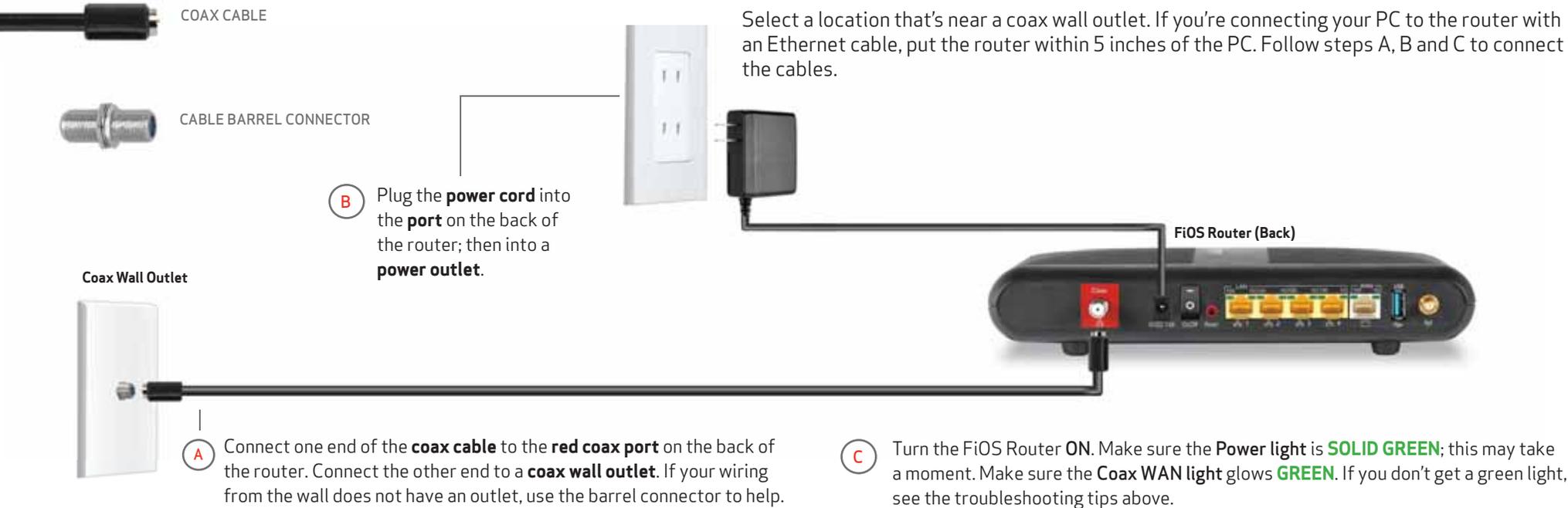
1. Check the coax cable and make sure it's tightly connected.
2. Toggle the router power switch **OFF** and **ON**.
3. Set up your equipment and test the router at another coax wall outlet. If the light still does NOT turn **GREEN**, call for wiring problem support.

NOTE: You can also use the router vertically.



FiOS Router Setup

Step 2: Selecting a router location



NOTE: FiOS Internet setup takes approximately 20 minutes.

Once you've successfully set up your router go to:

- Internet setup on page 8
- OR
- TV installation on page 13

FiOS Internet Setup

Step 3: Connecting your router for Internet service

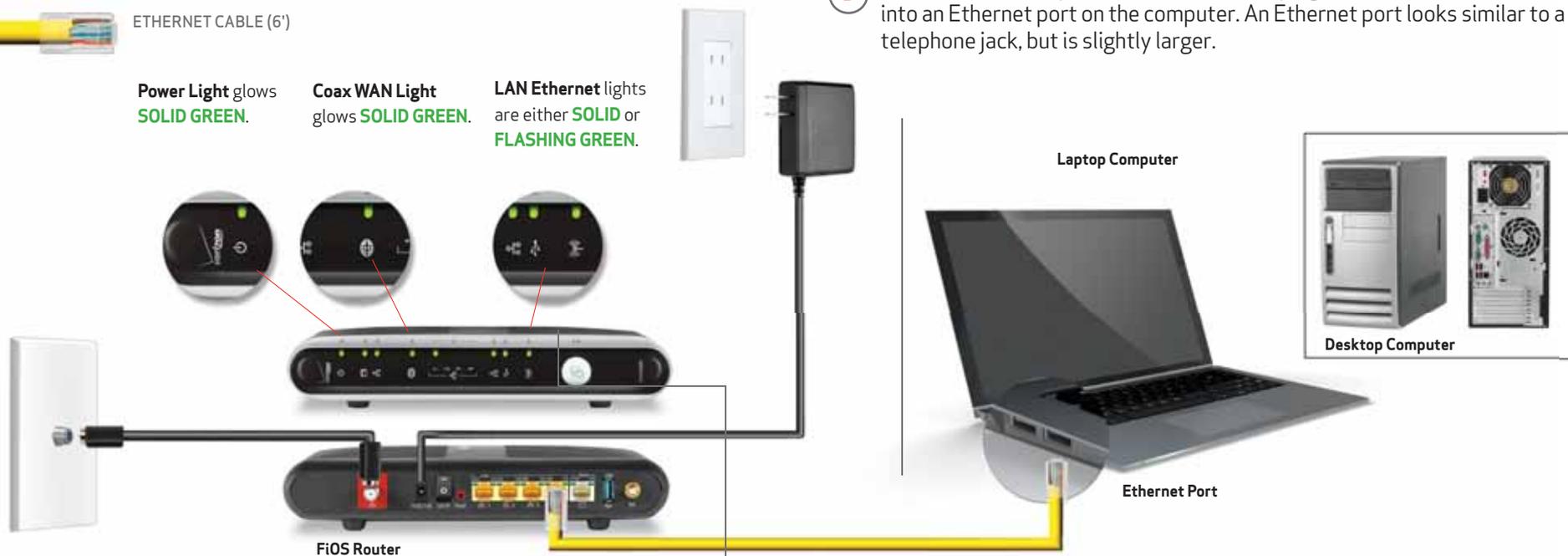


ETHERNET CABLE (6')

Power Light glows **SOLID GREEN**.

Coax WAN Light glows **SOLID GREEN**.

LAN Ethernet lights are either **SOLID** or **FLASHING GREEN**.



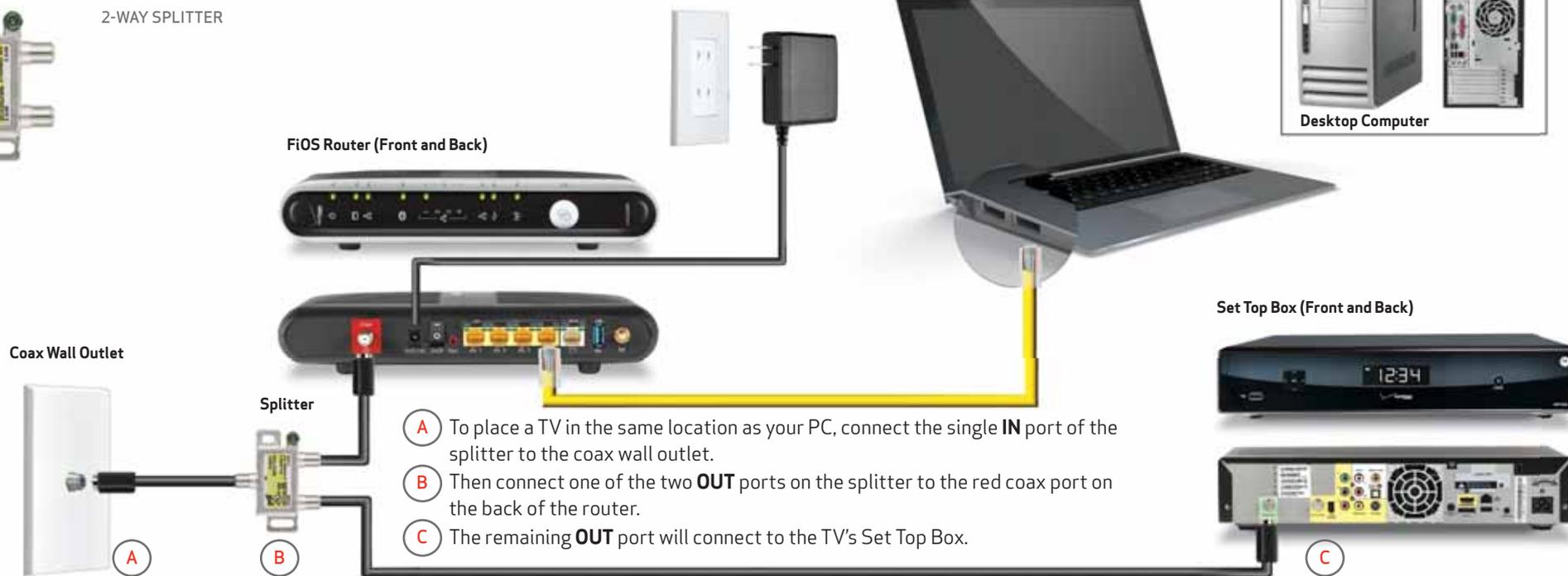
- A** Plug the Ethernet cable from the PC into any of the four **yellow Ethernet ports** on the back of the FiOS Router.
- B** Make sure the computer is turned on, then plug the other end of the Ethernet cable into an Ethernet port on the computer. An Ethernet port looks similar to a regular telephone jack, but is slightly larger.

NOTE: One PC must be connected to your router using a wired Ethernet cable. Once that's done, your network is configured and you may set up your wireless connections.

- C** Make sure at least one of the **LAN Ethernet lights** is either **SOLID** or **FLASHING GREEN**. This may take a few moments.

FiOS Internet Setup

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



NOTE: Follow optional instructions 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.

FiOS Internet Setup

Step 5: Activating your Internet service

NOTE: Please be sure to have your Order Number available.



FiOS ROUTER

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.

verizon

Hi Verizon
Your automated customer support agent

Welcome to Verizon FiOS Activation!

What you need to KNOW

- Activation usually takes 5-10 minutes
- If you leave before you finish the activation process, you will have to start again.

What you need to HAVE

1. Your order number and ZIP code
- OR —
2. Your Verizon user ID and password

NOTE: If you don't have your order number or user ID, we'll help you get them later.

Ready? Let's activate your connection. [Continue >](#)

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FiOS Internet Setup

Step 6: Configuring wireless PCs



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 or WEP Key: _____
2. Launch your computer's wireless application (located on your computer in location A or B). Now look for your ESSID in the list of wireless networks shown. Select your wireless network and click **Connect**.
3. When you are prompted to enter a **Network Key**, enter the WPA2 Key EXACTLY as it appears on your router's 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.

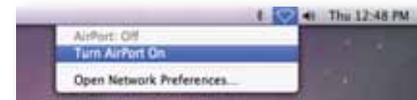
For support, visit fioshelp.verizon.com or call 1.855.372.2181.

1



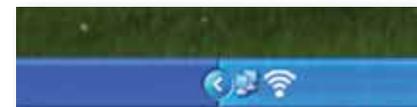
FiOS Router (Front)

A

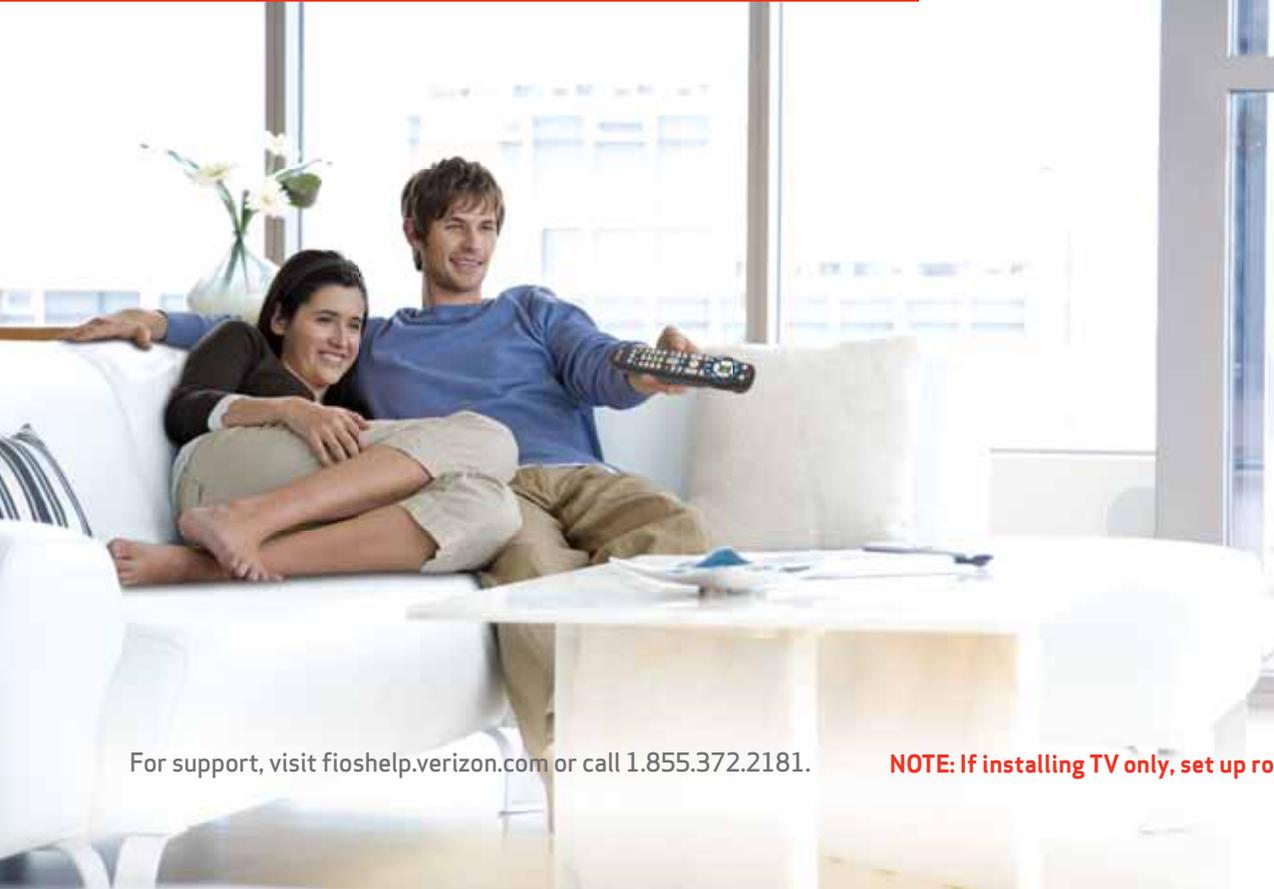


MAC

B



PC



A few simple connections, then sit back and enjoy the show.



SET TOP BOX
HD AND STANDARD MODELS VARY

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

NOTE: If installing TV only, set up router (page 4) first.

TV Service Setup

Installing and activating Set Top Boxes and Digital Adapters



FiOS TV REMOTE

SET TOP BOXES AND DIGITAL ADAPTERS

- 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 a 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.



HD DVR Set Top Box — Used with HDTV and typically installed at the primary TV (your model may look different).



SD Set Top Box — Used with HD or standard-definition TV (your model may look different).



Digital Adapter — Converts the digital to an analog signal.



CableCARD — Allows you to view TV without a Set Top Box.

HD STB models:

6200HD
6416 HD DVR
7100
7216 HD DVR
7232 P2 HD DVR
CHS335 HD
CHS435 HD DVR

SD STB models:

2500 SD

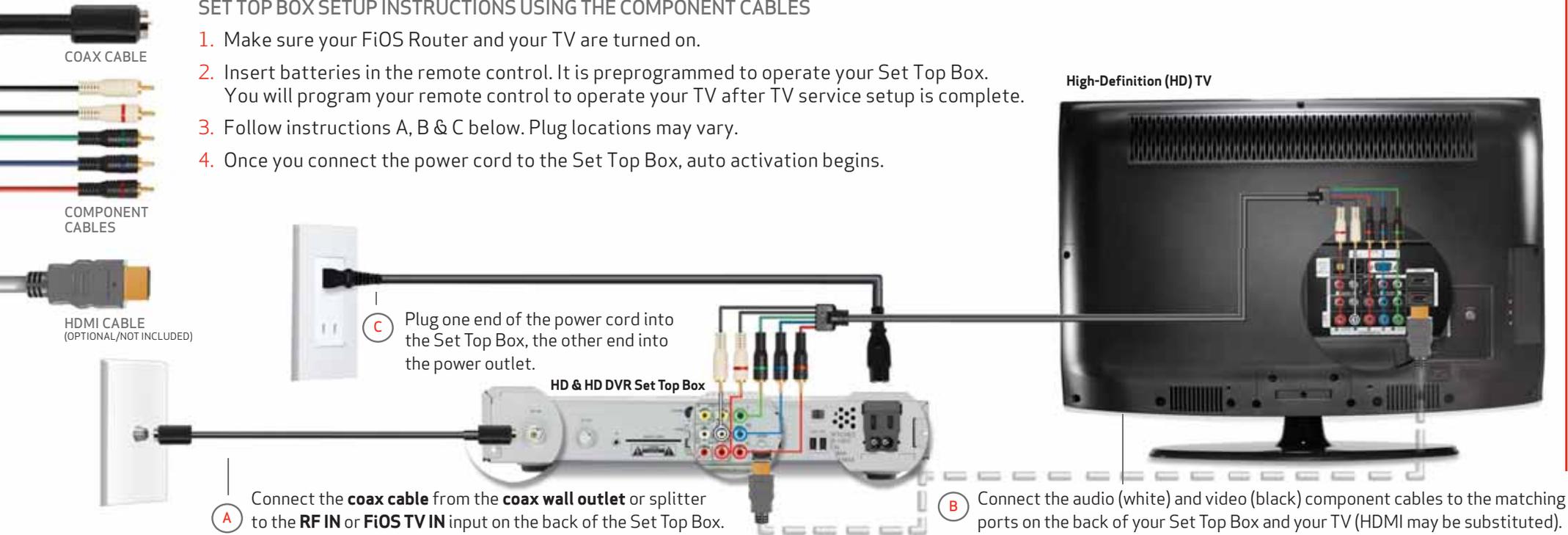
NOTE: FiOS TV setup takes approximately 15 minutes per television.

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. Insert batteries in the remote control. It is preprogrammed to operate your Set Top Box. You will program your remote control to operate your TV after TV service setup is complete.
3. Follow instructions A, B & C below. Plug locations may vary.
4. Once you connect the power cord to the Set Top Box, auto activation begins.



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

For alternative wiring options, visit verizon.com/fiostvwiring.

TV Service Setup

Activating your HDTV Set Top Box



FiOS TV REMOTE

ACTIVATION STEPS

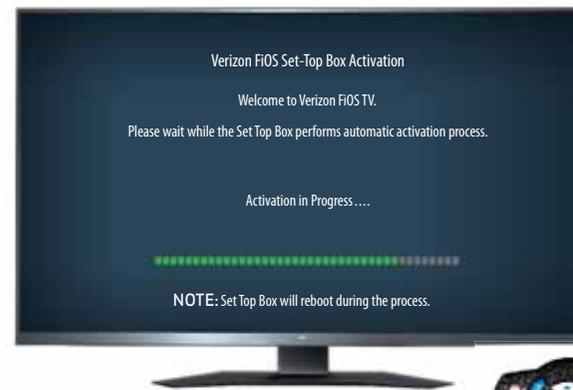
1. Auto-activation begins when you connect the power cord to the Set Top Box. This process takes 15 minutes. Continue setting up other TVs once activation is underway.
2. During activation, various screens will appear on your TV (Image A). Your TV and Set Top Box will also turn off and on automatically.
3. Activation is complete when Image B appears on your screen. You may now press EXIT on the FiOS Remote Control.
4. CONGRATULATIONS, YOUR HDTV SET TOP BOX IS ACTIVATED! To program the Remote Control to operate your TV, consult the separate instruction sheet.
5. Check that you can access all the channels you ordered.

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 the 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.

A



B



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.



Just moved?

Set Top Boxes moved from a different address will not auto-activate. Please call for technical assistance.

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. Insert batteries in the remote control. It is preprogrammed to operate your Set Top Box. Later, you will program your remote control to operate your TV.
3. Follow instructions A, B & C below. Plug locations may vary.
4. Once you connect the power cord to the Set Top Box, auto activation begins. Turn to Activation Steps on the next page.



NOTE: For alternative wiring options, visit verizon.com/fiostvwiring.

TV Service Setup

Activating your standard-definition Set Top Box



FiOS TV REMOTE

ACTIVATION STEPS

1. Auto-activation begins when you connect the power cord to the Set Top Box. This process takes 15 minutes. Continue setting up other TVs once activation is underway.
2. During activation, various screens will appear on your TV (Image A). Your TV and Set Top Box will also turn off and on automatically.
3. Activation is complete when Image B appears on your screen. You may now press EXIT on the FiOS Remote Control.
4. CONGRATULATIONS, YOUR SET TOP BOX IS ACTIVATED! To program the Remote Control to operate your TV, consult the separate instruction sheet.
5. Check that you can access all the channels you ordered.

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 onscreen 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.

A



B



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.



Just moved?
Set Top Boxes moved from a different address will not auto-activate. Please call for technical assistance.

TV Service Setup

Optional — Connecting your Digital Adapter



DIGITAL ADAPTER SETUP INSTRUCTIONS

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.



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

TV Service Setup

Optional — Activating your Digital Adapter



FiOS TV REMOTE

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.)



Digital Adapter (Front)



Digital Adapter (Back)

NOTE: The Digital Adapter provides FiOS TV access without the interactive features, like Video On Demand or the full Media Guide, that a regular Set Top Box provides.

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

TV Service Setup

Optional — Installing your CableCARD



CableCARD

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.



Coax Wall Outlet

Personal Video Recorder



- 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 Video Recorder.

Standard-Definition TV



- 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.

NOTE: With a TV that's CableCARD-ready, you can put the CableCARD directly into a slot in the back.



TV Service Setup

Optional — Activating your CableCARD

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 onscreen 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).



Pairing Screen

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.

Pairing Screen Information	Format	Your Device Information (see pairing screen above)
CableCARD ID:	13 digits	_____-_____-_____-_____-_____-
Host ID:	13 digits	_____-_____-_____-_____-_____-
Data ID:	11 digits	_____-_____-_____-_____-_____-

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



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: _____

Equipment Activation Code

7. Select which method of activation you prefer. Follow the prompts.

- Visit verizon.com/fiostv/selfinstall
- By phone at 1.888.897.7499
- Use the **In-Home Agent** desktop solutions tool, which can be downloaded at verizon.com/inhomeagent



Phone Service Setup

Connecting telephones to wall jacks



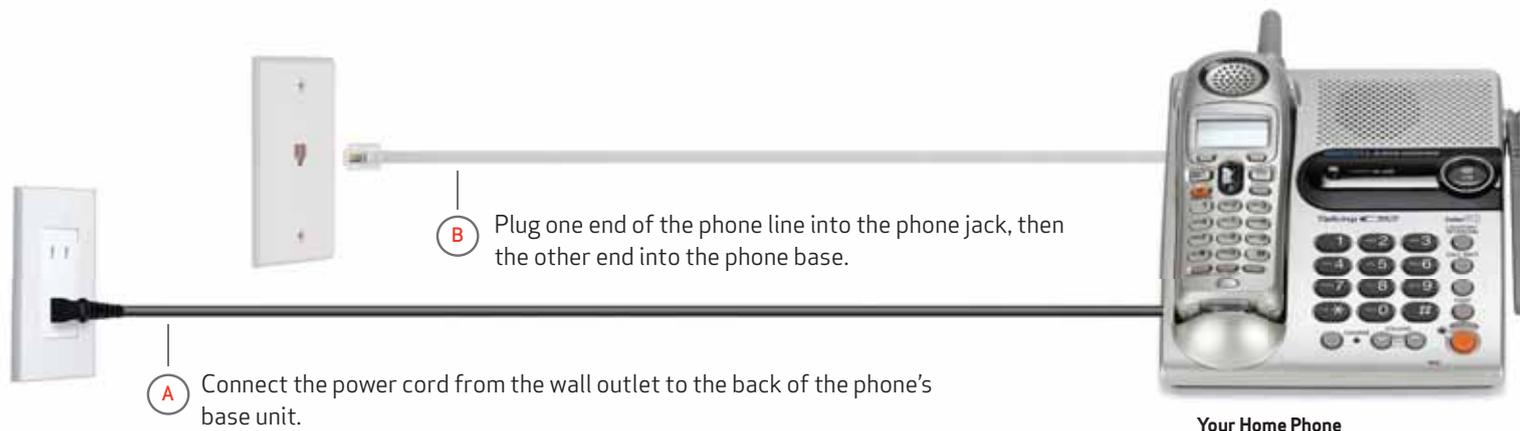
PHONE LINE



POWER CORD

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:



A Connect the power cord from the wall outlet to the back of the phone's base unit.

B Plug one end of the phone line into the phone jack, then the other end into the phone base.

Your Home Phone

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/fiosvoice.



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!

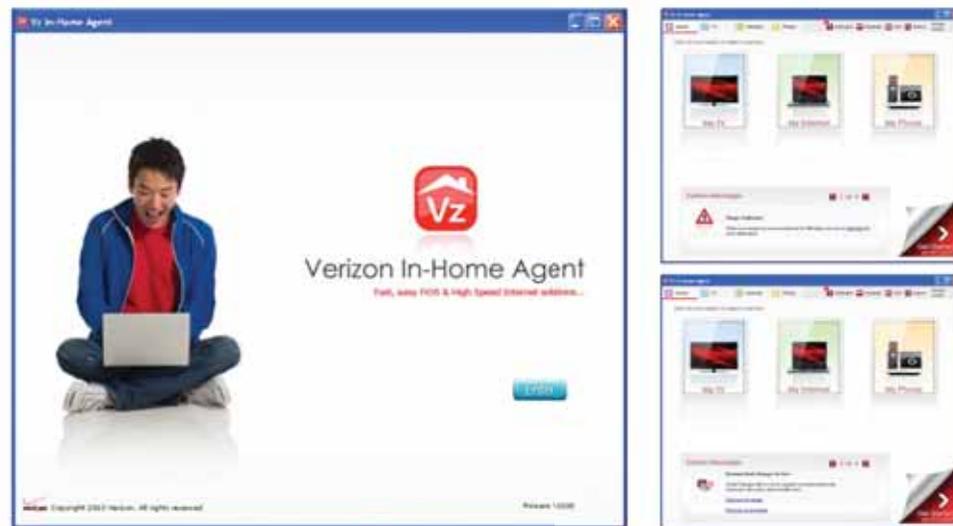
The In-Home Agent icon should already be downloaded onto your PC. You should see the icon on your computer. If the In-Home Agent icon does not appear on your desktop, download it for free at verizon.com/inhomeagent.

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.



To troubleshoot or learn more about your FiOS service, click on the Internet, TV or Phone icons on your In-Home Agent screen.

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 onscreen 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.