

# Fios setup instructions

## Scan to begin.

Use the My Fios app for easy setup instructions. Data usage applies for QR code download/use.

For step-by-step setup instructions, visit [activate.verizon.com](https://activate.verizon.com).



**verizon**✓



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# Wait... disconnecting equipment is important.

## **Are you setting up your Verizon router and Fios TV equipment for the first time?**

- If you're setting up your Verizon router for the first time then you must disconnect any current internet equipment you may have.
- Proceed to disconnect your current internet equipment such as:
  - Router(s)
  - Wi-Fi extender(s) (if included in your current setup)
  - Any other internet equipment included in your current setup
- Also disconnect all of your current TV equipment such as:
  - Set-top boxes
  - Digital adapters (if included in your setup)
  - Then proceed to Step 1.

If keeping an existing Verizon router, skip to Step 2.

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# Step 1: Router

Follow the setup instructions on pages 4–7.

## Verizon Router (CR1000)



## Fios Router (G3100)



## Fios Quantum Gateway (G1100)



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# Step 1: Router (continued)

## Step 1A: Connect your cables.

- A. Connect the coax cable from the coax port on your router to a coax outlet. (Required for Fios TV\*)
- B. If you ordered internet speeds greater than 100 Mbps, connect the Ethernet cable from your router's WAN port to an Ethernet outlet.
- C. Connect the power cord to your router then to an electrical outlet.
- D. Router will take up to 15 minutes to update completely. Move to the next step when the front light(s) are solid white.

## Troubleshooting

### Verizon Router

If the light is not solid white, visit [support.verizon.com/router](https://support.verizon.com/router).

### Fios Router

If the light is not solid white, visit [support.verizon.com/router](https://support.verizon.com/router).

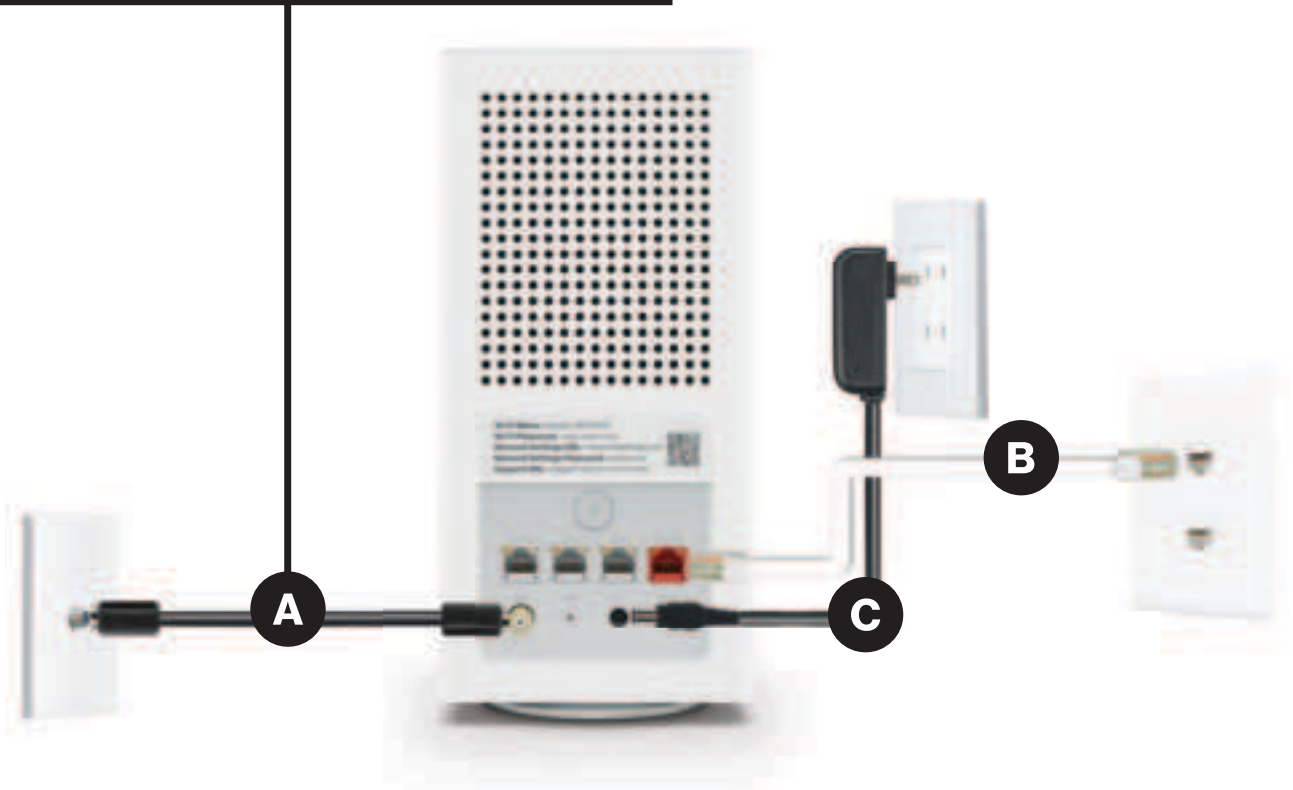
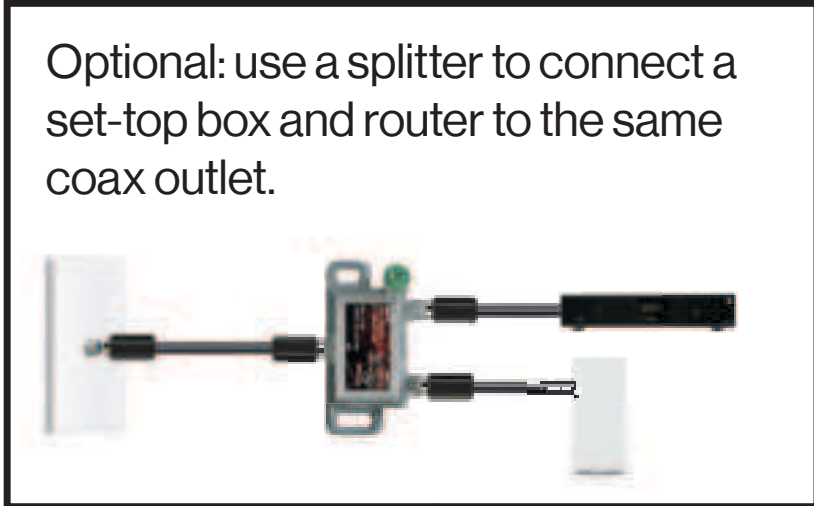
### Fios Quantum Gateway

- If back light is red, or
- If GLOBE light is flashing red, visit [support.verizon.com/router](https://support.verizon.com/router).

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# Step 1: Router (continued)

Optional: use a splitter to connect a set-top box and router to the same coax outlet.



Verizon Router

(Same connections for the Fios Router and Fios Quantum Gateway)

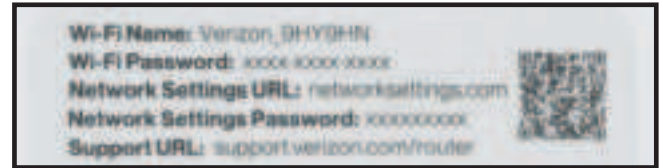
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# Step 1: Router (continued)

## Step 1B: Wired or Wi-Fi? Your choice.

### Wi-Fi

- Get the Wi-Fi name and password off the label on your router.
- On your device, choose your Wi-Fi name when it appears.
- Enter your Wi-Fi password exactly as it is on your router label.



Verizon Router label



Fios Router label



Fios Quantum Gateway label

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# Step 1: Router (continued)

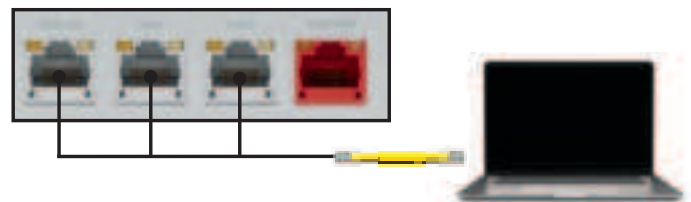
## Wi-Fi Network

Your router supports Self-Organizing Network (SON) and allows your devices to move seamlessly between 2.4 GHz and 5 GHz Wi-Fi signals, connecting devices to the closest access point, and optimizing your Wi-Fi connection.

- 2.4 GHz has a greater range and works with most printers and smartphones
- 5 GHz is faster and better for streaming HD video and gaming
- Some devices can only connect to 2.4 GHz
- Newer devices can connect to both, but only one at a time

## Wired

- Connect the Ethernet cable to any yellow LAN port on your router.
- Connect the other end to your computer.



Wired connection

## Step 1C: Complete activation

Activate your service by opening a web browser on your computer and following the prompts.



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# Step 2: Set-top box

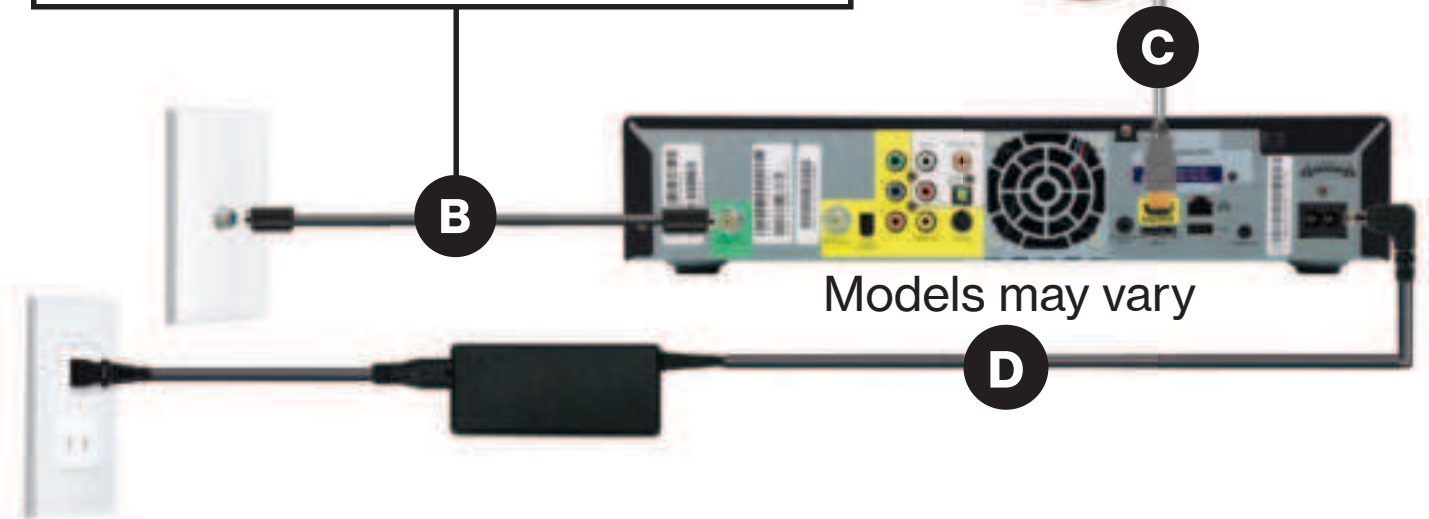
## Step 2A: Connect your cables.

- A. Make sure your router is set up.
- B. Connect the coax cable from the set-top box (STB) to a coax outlet.
- C. Connect the HDMI cable from the STB to your TV.
- D. Connect the power cord from the STB to an electrical outlet.

Optional: use a splitter to connect a set-top box and router to the same coax outlet.



Back of TV





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# Step 2: Set-top box

## **Alternate option: Make the connections using composite cables**

TV not HDMI compatible? No problem. Connect the composite cables instead, making sure to match the cable colors to the back of the set-top box and TV.



## **Step 2B: Complete activation**

Turn on the STB and your TV, and use your Fios TV remote to follow the on-screen instructions.

## **Additional setup**

If you have additional set-top boxes, install them now following the instructions in Step 2.



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# Step 3: Accessories (if ordered)

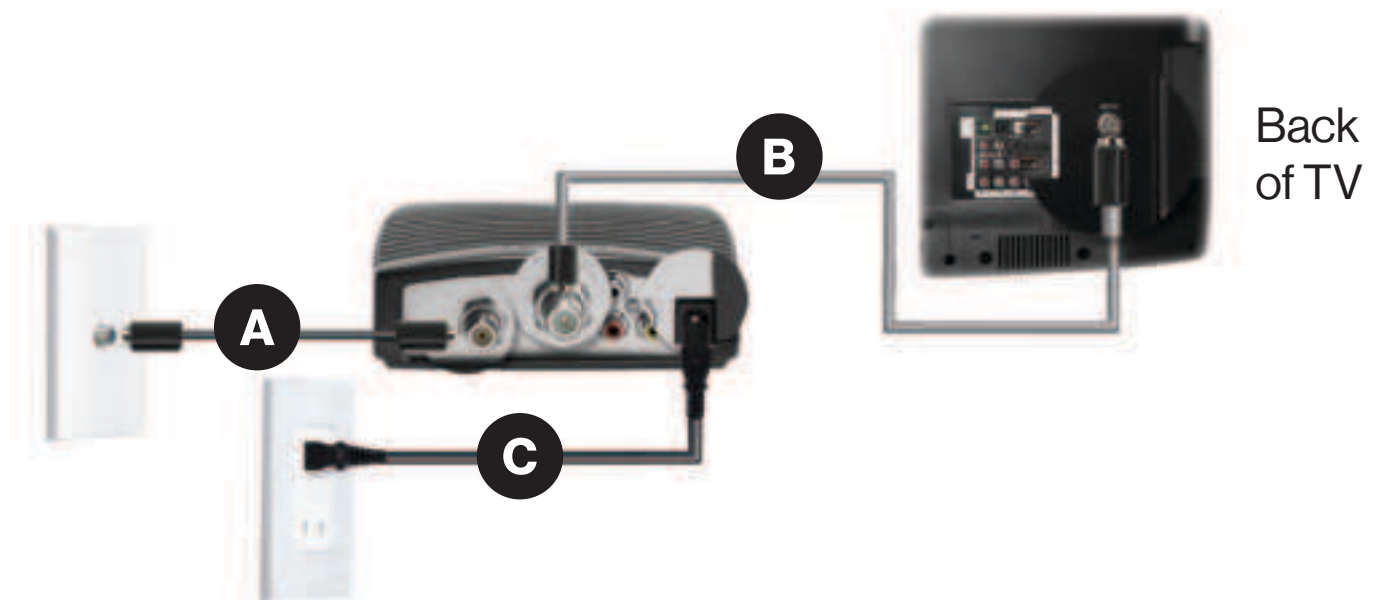
## Digital Adapter

### Make the connections

- A. Connect the coax cable from the Digital Adapter to a coax outlet.
- B. Connect the coax cable from the Digital Adapter to your TV.
- C. Connect the power cord from the Digital Adapter to an electrical outlet.

### Complete activation

- D. Turn the Digital Adapter on using the Fios TV remote; then turn on your TV using the remote control that came with your TV and tune to channel 3.
- E. Activate online at [verizon.com/installmyfios](http://verizon.com/installmyfios) or by phone at 855.372.2181.



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# Step 3: Accessories (continued)

## CableCARD

Follow the instructions for your CableCARD-ready device.



## Complete activation

- A. When prompted, enter the activation code found on your receipt, which can be found in the box with your equipment.
- B. Activate online at [verizon.com/cablecard/activate](http://verizon.com/cablecard/activate) or by phone at 888.897.7499.

**If you ordered additional Fios accessories, follow the instructions included with the equipment.**

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for FSC logo