

Fios installation instructions

Installation options

My Fios app



Use the My Fios app for easy setup instructions.

Paper instructions



Don't have internet access?
Use these installation instructions.



Wait... disconnecting equipment is important.

Unplug any equipment connected to your TVs such as:

- gaming systems
- set-top boxes
- third-party streaming devices (Roku, Google Chromecast, etc.)

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

Step 1: Fios router

Step 1A: Make the connections

- Connect the Ethernet cable from the wall jack to the WHITE WAN port on your router.
- Connect the coax cable from the router to a coax outlet.
- Connect the power cord from the router to an electrical outlet.

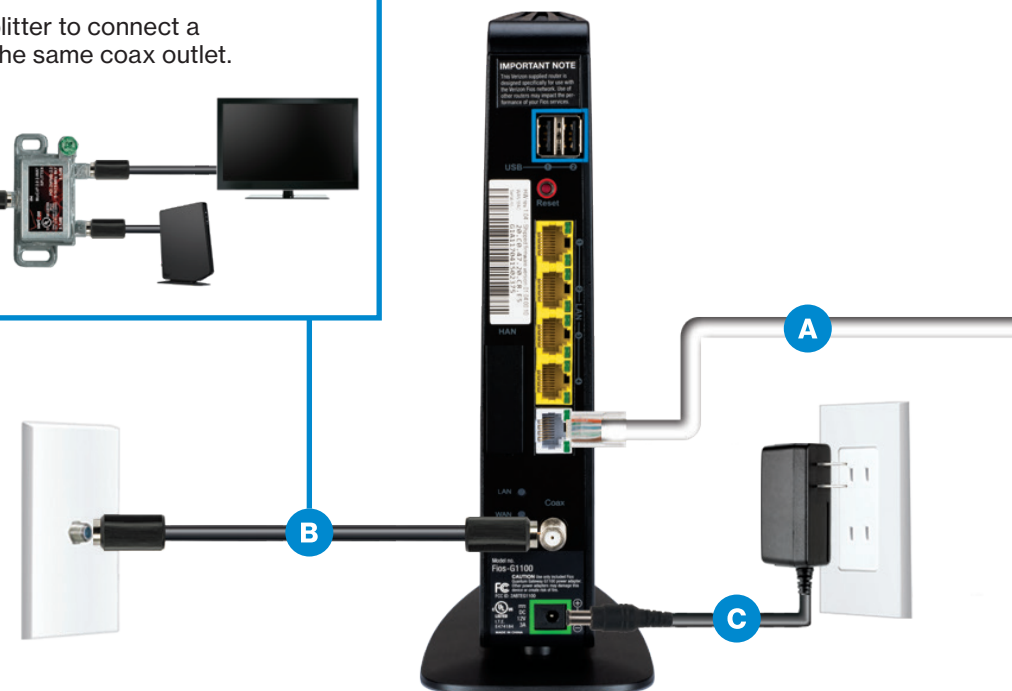
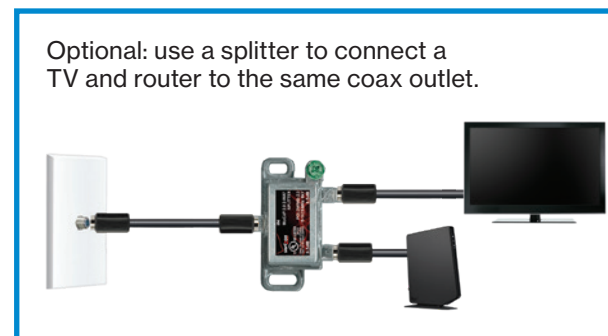
Step 1B: Power up

Note: Powering up your router can take up to 15 minutes.

The Fios Quantum Gateway will turn on automatically. Setup is complete when the front lights are white and the back lights are green.

Troubleshooting

On the Fios Quantum Gateway, if all the lights are red, or if the globe light is flashing red, visit verizon.com/support for help.

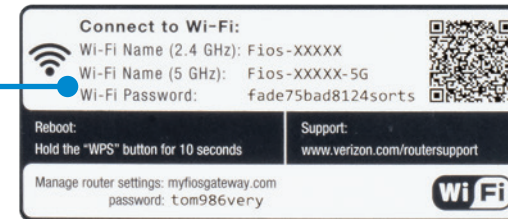


Step 1: Fios router (continued)

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

Wi-Fi

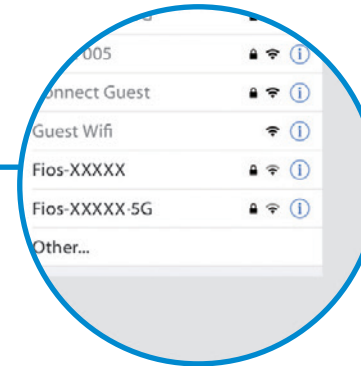
- Get your Wi-Fi name and password off the label on your router.
- On your device, choose your Wi-Fi name.
- When asked, enter the Wi-Fi password exactly as it appears on the label.



Wi-Fi Network

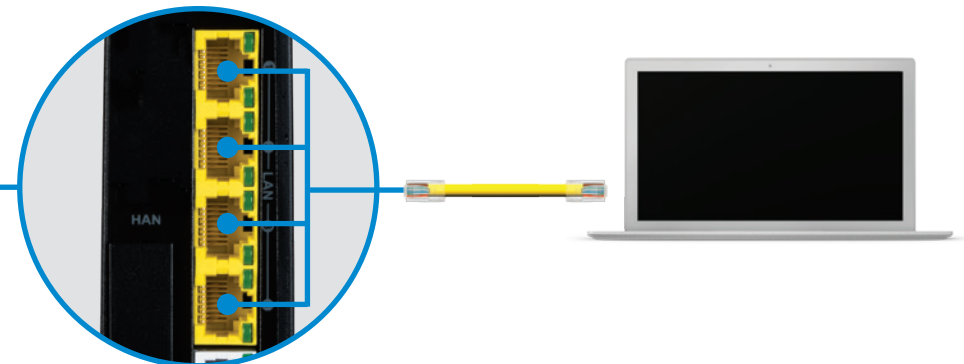
The Fios Quantum Gateway offers two networks:

- 2.4 GHz has greater range—it's great for connecting printers and smartphones.
- 5 GHz has faster speeds—it's better for streaming HD video and gaming.
- Some devices can only connect to 2.4 GHz while others can connect to both.
Note: You can only connect to one at a time.



Wired

Connect the Ethernet cable to any YELLOW LAN port on the router, then to the Ethernet port on your computer.



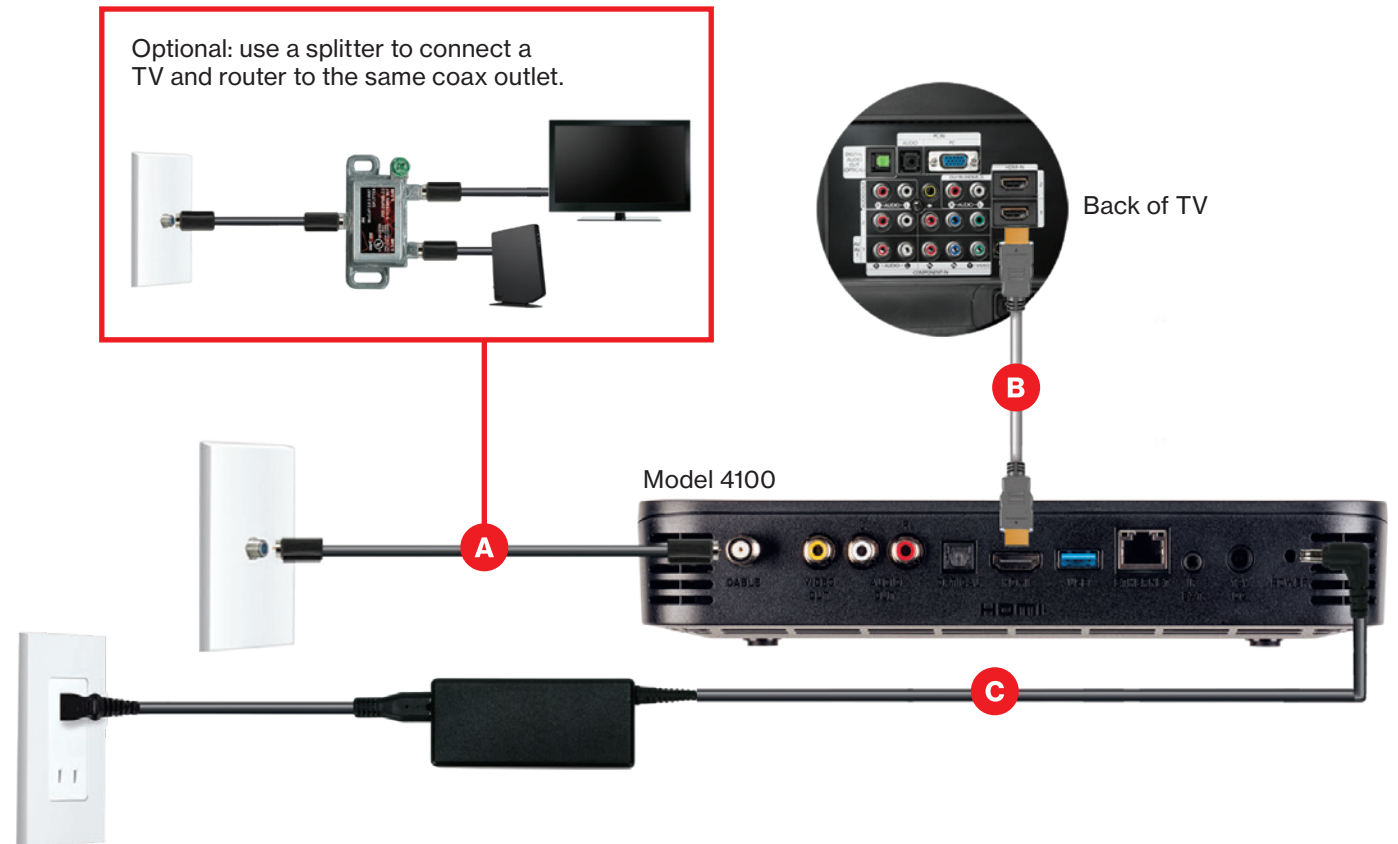
Step 1D: Complete activation

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

Step 2: Video Media Server

Step 2A: Make the connections

- A. Connect the coax cable from the Video Media Server (VMS) to a coax outlet.
- B. Connect the HDMI cable from the VMS to your TV.
- C. Connect the power cord from the VMS to an electrical outlet.



Step 2B: Complete activation and remote setup

Turn on your VMS and TV. Using your Fios TV remote, follow the on-screen instructions.



Step 3: Media Client

Step 3A: Make the connections

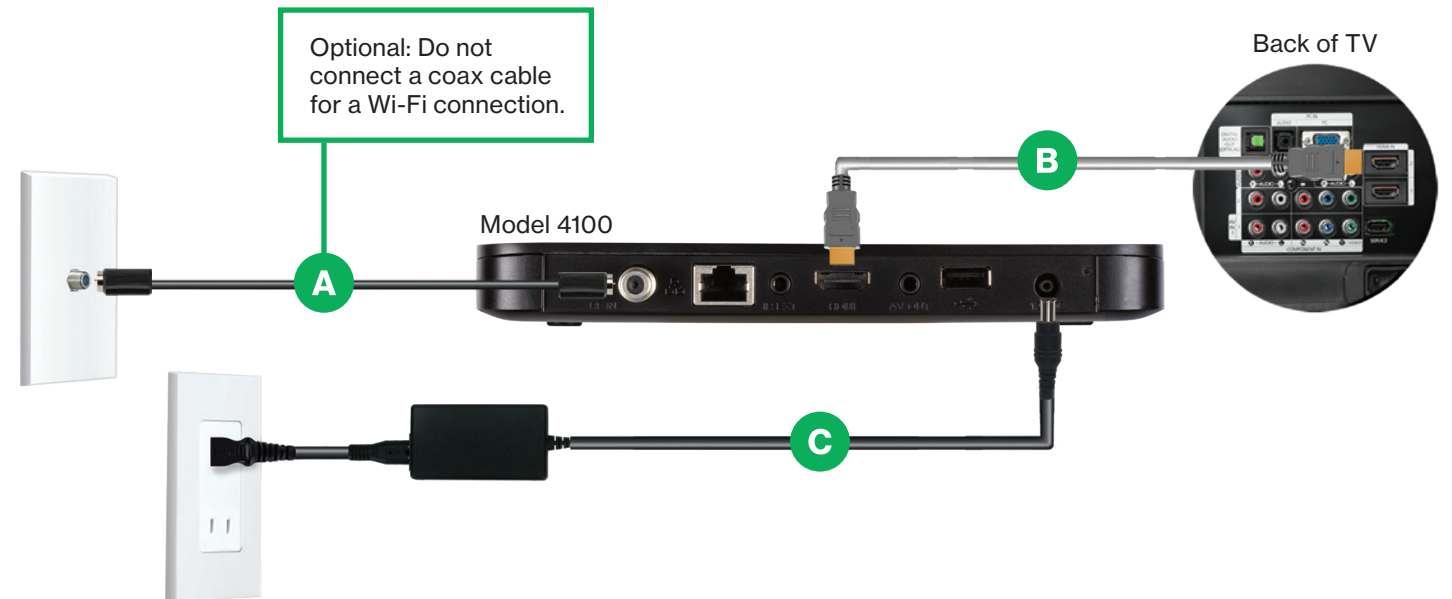
A. Connect to Fios TV via a Wired or a Wi-Fi connection

Wired: Connect the coax cable from your Media Client to a coax outlet.

Wi-Fi: Do NOT connect the coax cable; your Fios Wi-Fi will sync automatically.

B. Connect the HDMI cable from your Media Client to your TV.
Note: If your TV is not HDMI compatible, use composite cables and the provided adapter.

C. Connect the power cord from your Media Client to an electrical outlet.



Step 3B: Complete activation and remote setup

Turn on your Media Client and TV. Using your Fios TV remote, follow the on-screen instructions.



Step 4: 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/fiostv/selfinstall or by phone at 1.855.372.2181.



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/fiostv/selfinstall or by phone at 1.888.897.7499.



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

Fios Voice Remote

Give voice control a try.

After activation, you can use the voice feature on your Fios Remote.

Hold the voice  button down and say: “Tune to CNN” or “Show me comedy movies.”

You can also click OK to go to Live TV.

For help, visit verizon.com/support.



Need help?

For installation help, answers to common Fios questions and more:



Use the My Fios app



Go online to verizon.com/support



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