

# Frontier® Routers:

## Arris NVG448BQ NVG448B & NVG443B

# QUICK SETUP GUIDE

Before you begin, check your packaging contents to make sure you have all of the following:

- Quick Setup Guide (This document)

Router (1)



Power Adapter (1)



Ethernet Cable (1)



Phone Line Cord (1)



**NEXT:** FOLLOW THESE STEPS TO SET UP YOUR NEW ROUTER

## **STEP 1** CONNECT YOUR ROUTER

### Existing Customers:

1. Locate your existing router and make note where the cables are connected.
2. Move each cable from the existing router to the new router one at a time.
3. Connect the new router to power using the new power adapter and press the power button.
4. If you have Frontier® TV service, please proceed to step "E" on the next page. **New Customers:** Follow the steps below.

### A. Connect Router to the Internet



1. For a **DSL** connection, connect one end of the GREEN phone line cord into the phone jack on the wall. Next, connect the other end of your cable to the GREEN DSL port labeled "DSL" on your router.



2. For an **Ethernet** connection, connect one end of the WHITE Ethernet cable to the Ethernet port on your wall. Next, connect the other end of your cable to the RED Ethernet port labeled "ONT" on your router.

### B. Connect Power

#### Option 1: Standard Power Adapter

Plug the new power adapter into the port labeled "Power" on the router and then plug the power adapter into a power outlet. Press the power button on the back of the Router to turn it on.

#### Option 2: Battery Backup Unit (BBU)

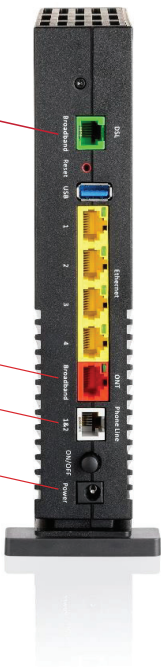
If you have a BBU, connect the power plug to the new router's power port. Plug the new BBU into a power outlet. Press the power button on the back of the router to turn it on.

A1

A2

D

B



C. Check for Internet Connectivity

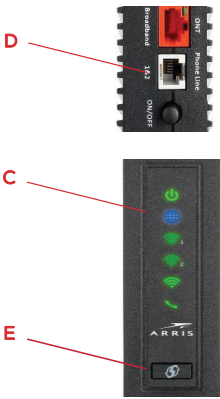
The Internet light on the front of the router will become solid BLUE once you have Internet connectivity. If after several minutes the light is not solid BLUE, check the troubleshooting steps on this guide.

D. Connect Your Phone (models NVG448BQ and NVG448B)

If you have Frontier's digital phone service and you're using a single telephone, connect it directly to the Router using the Phone Line port using the supplied phone cord. If you have more than one telephone, connect the Router's Phone Line port into a wall jack using the supplied phone cord and connect the rest of your telephones to other open wall jacks in the home. Note: If you have a cordless phone, please make sure it is connected to a power outlet.

E. Sync Your Video (model NVG448BQ)

If you have Frontier® TV service and "Wireless Pairing Required" is displayed on your TV, press and hold the WPS button on the router for a minimum of 5 seconds. This will connect your TV's wireless Set Top Box to the router and enable your TV service to that TV.

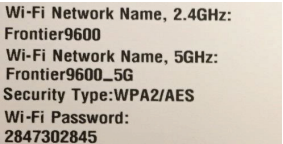


Wired:

Connect one end of an Ethernet cable to any YELLOW Ethernet port on the Router and then connect the other end to the Ethernet port on your device.

Wireless:

You will find the Wireless network names and password details on the sticker on the BOTTOM of your router. Go to your device's Wi-Fi settings and select a Wi-Fi network name that matches your router from the list of available wireless networks. Enter the Wi-Fi password to securely connect your device to your Router.



Sample image, use credentials on the router

**CONGRATULATIONS** YOU HAVE SUCCESSFULLY INSTALLED AND CONFIGURED YOUR ROUTER.

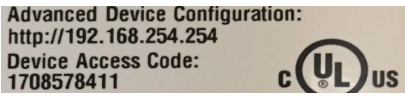
To learn more, go to [frontier.com/helpcenter](http://frontier.com/helpcenter)

**STEP 3 (optional)** PERSONALIZE ROUTER

Open a web browser and type in "<http://192.168.254.254>". This will launch the main status page for the Router that also allows you to personalize your settings, such as your Wi-Fi name or password.

Note:

You will be asked to enter the Device Access Code (located on the bottom of the Router) if you make changes to these settings.



Sample image, use credentials on the router

Please also note any changes you've made to the router in the event you need support.

TROUBLESHOOTING

PROBLEM: INTERNET LIGHT DOES NOT BECOME SOLID.

- **DSL SOLUTION:** *Connect one end of the GREEN line cord into the wall. Next, connect the other end of your cable to the GREEN Ethernet port labeled "DSL" on your router.*
- **Ethernet SOLUTION:** *Make sure the white Ethernet cable is connected to the RED Ethernet port on the Router (not to the yellow LAN Ethernet connectors).*

PROBLEM: UNABLE TO CONNECT TO THE WI-FI NETWORK.

- **SOLUTION:** *Make sure you are selecting the Wi-Fi network printed on the sticker on the bottom of the Router.*
- **SOLUTION:** *Make sure you are correctly entering your Wi-Fi password (password is case-sensitive, make sure Caps Lock is off).*

PROBLEM: I DON'T HAVE DIAL TONE.

- **SOLUTION:** *Make sure you have the phone line cord connected to the white port labeled "Phone Line" on the back of the router. If you still do not have dial tone, please call the Frontier helpdesk at 1.800.921.8101.*

PROBLEM: I HAVE QUESTIONS NOT COVERED IN THIS GUIDE.

- **SOLUTION:** *Please call the Frontier helpdesk at 1.800.921.8101.*

SUPPORT: Videos are available at [frontier.com/helpcenter](http://frontier.com/helpcenter). Detailed instructions on setting up a home wireless network are available at [frontier.com/helpcenter](http://frontier.com/helpcenter).

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