

Fios TV+ setup instructions

Scan for easy online instructions.

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



verizon✓

Before setting up your Fios TV.

Disconnecting your current equipment is important.

- Before setting up your Fios service for the first time, you must disconnect any existing internet or TV equipment that you are replacing before proceeding to step 1. This may include:
 - Router(s)
 - Wi-Fi extender(s) (if included in your current setup)
 - Your current set-top boxes
 - Any other internet equipment included in your current setup

Step 1: Router

Step 1A: Connect the router

- A. Connect the Ethernet cable from the WAN port on the router to the Ethernet port on the ONT or an Ethernet outlet.
- B. Connect the power cord to the router then to a power outlet.
- C. After the router has been powered on for 10 minutes and the front light is solid white, move to the next step.

Note: It is important to wait the full 10 minutes in order for your Fios TV+ boxes to properly activate once installed.

Troubleshooting

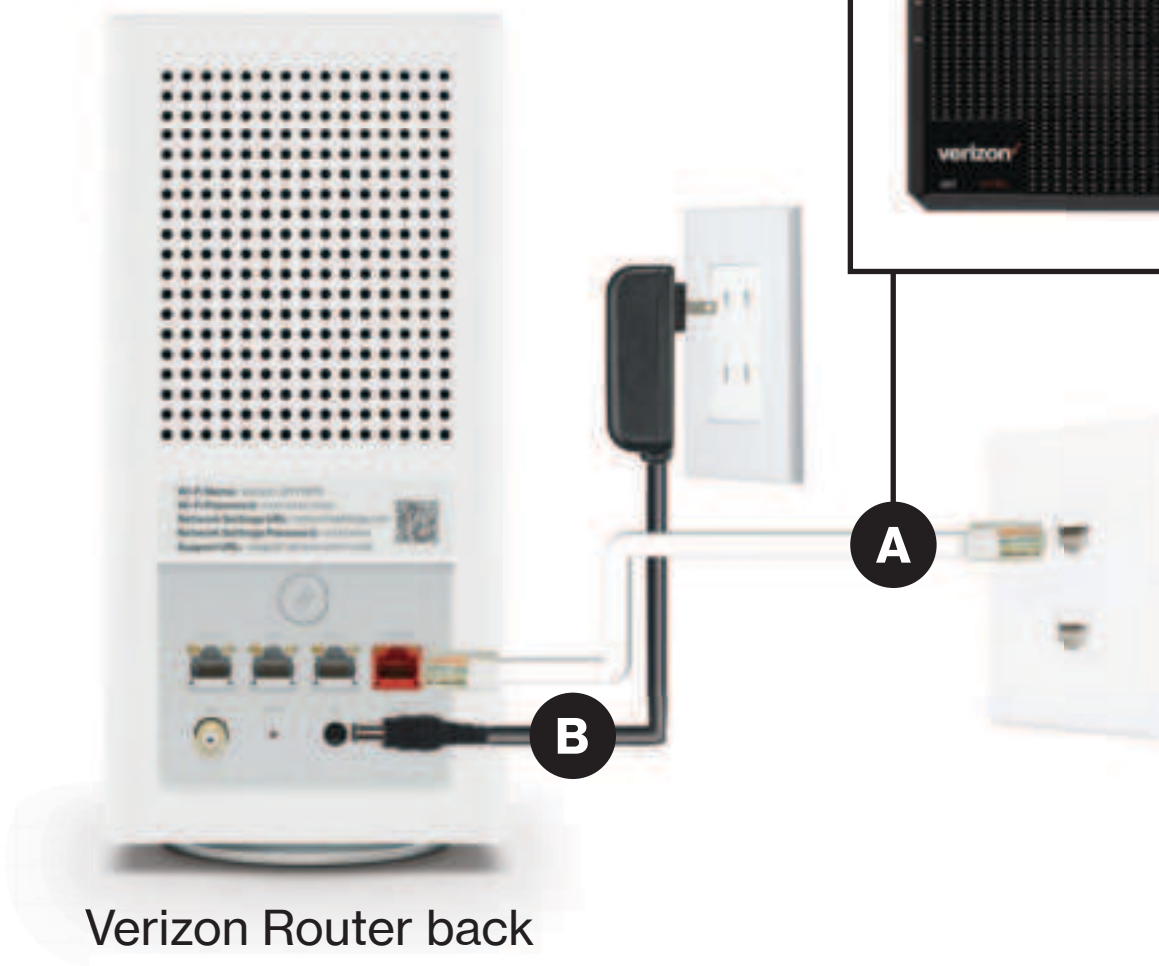
If the light is not solid white, visit support.verizon.com/router



Verizon Router front

Step 1: Router (continued)

Alternate: Connect the Ethernet cable to the ONT.

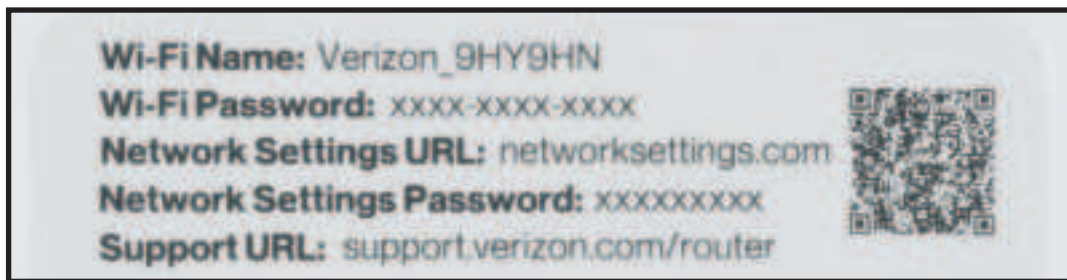


Step 1: Router (continued)

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

Wi-Fi

- Get the Wi-Fi name and password off the label on your router.
- On your Wi-Fi compatible device(s), choose your Wi-Fi name when it appears.
- Enter your Wi-Fi password exactly as it appears on the router label to connect.



Router label

Wi-Fi Network

Verizon routers support Self-Organizing Network (SON) and allow 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.

Step 1: Router (continued)

Wired

- Connect the Ethernet cable to any 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.

Step 2: Video Media Server

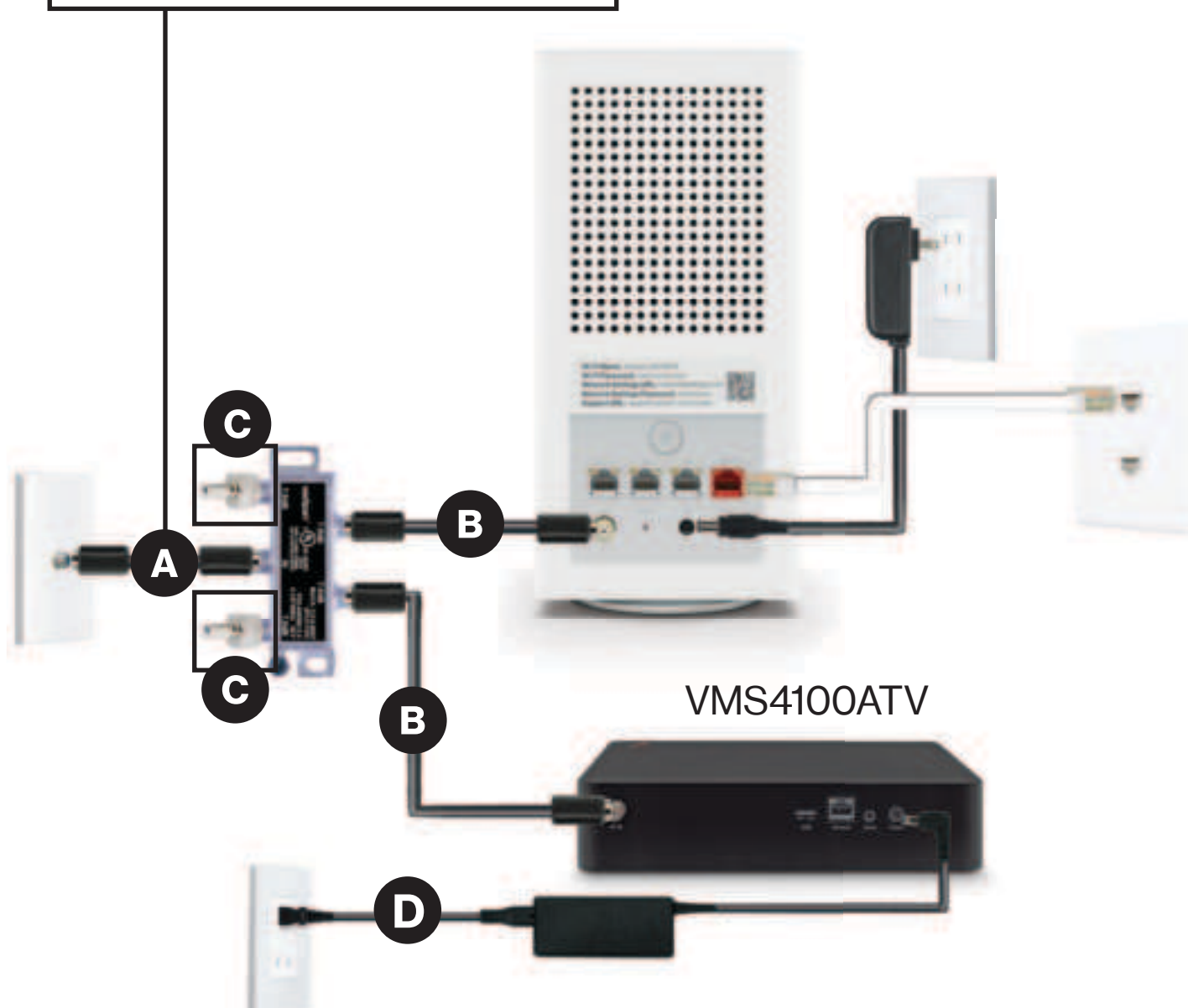
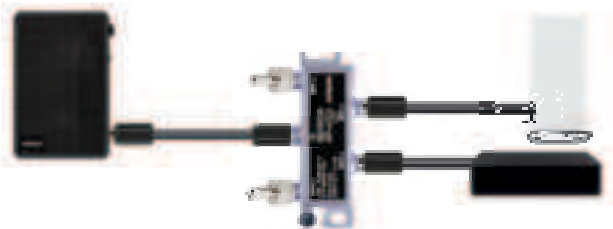
- A. Connect one of the provided coax cables to a coax wall outlet or the coax port on the ONT. Attach the other end of the coax cable to the IN port of the provided splitter.
- B. Use the other two provided coax cables to connect the Video Media Server (VMS) and the router to the splitter.
- C. Use the included caps to cover any unused ports on the splitter.
- D. Connect the VMS power adapter and plug it into a power outlet.
- E. The VMS will connect automatically. The connection is complete when the light turns to solid white.

Some Fios TV services require two VMS4100ATV units. If you received a second unit, connect it to one of the open ports on the splitter using one of the provided coax cables.

If your service only requires one VMS4100ATV, you will not need to use one of the coax cables.

Step 2: Video Media Server (continued)

Or, connect the coax cable directly to the ONT.



Step 3: Fios TV+

- A. Connect the HDMI cable from the Fios TV+ device to your TV.
- B. Connect the Fios TV+ device power adapter and plug it into a power outlet. Do not plug the USB cable into your TV for power.
- C. Turn on your TV, set the input to the correct HDMI and follow the on-screen instructions to connect your remote and complete the activation.
- D. Repeat these steps for each additional Fios TV+ device.

Note: Before using your remote, make sure to remove the plastic tab on the back.

Fios TV+ should detect your Wi-Fi network and automatically connect during setup. If there is an error, use the remote to select “Connect Wi-Fi protected setup (WPS)” on the screen, then press and hold the WPS on your router for 6 seconds to connect.

Important

If WPS on your router is not pressed within 2 minutes, the connection will be canceled and you'll need to repeat the process.

Step 3: Fios TV+ (continued)



Need help?

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



Use the My Verizon app



Go online to support.verizon.com

For information about our privacy practices, visit verizon.com/privacy

FPO clear space
for FSC logo