



Welcome to life on

Set Top Box and TV easy installation guide.



WELCOME

TO FiOS® TV ENTERTAINMENT.

You are just a few quick connections away from the most amazing TV experience you've ever had. We're talking eye-popping colors and room-rattling sound. We're talking FiOS.

Just follow the enclosed step-by-step instructions, and you'll get hundreds of all-digital channels, tons of HD channels and thousands of On Demand titles at your fingertips. All in supersharp, lifelike, jaw-dropping clarity.

To start, simply match your Set Top Box (STB) to the correct model listed on pages 3 or 6. Then make a few connections. And BAM — you're watching the best picture quality available. Period.

Then, just sit back and say **"WOW!"**



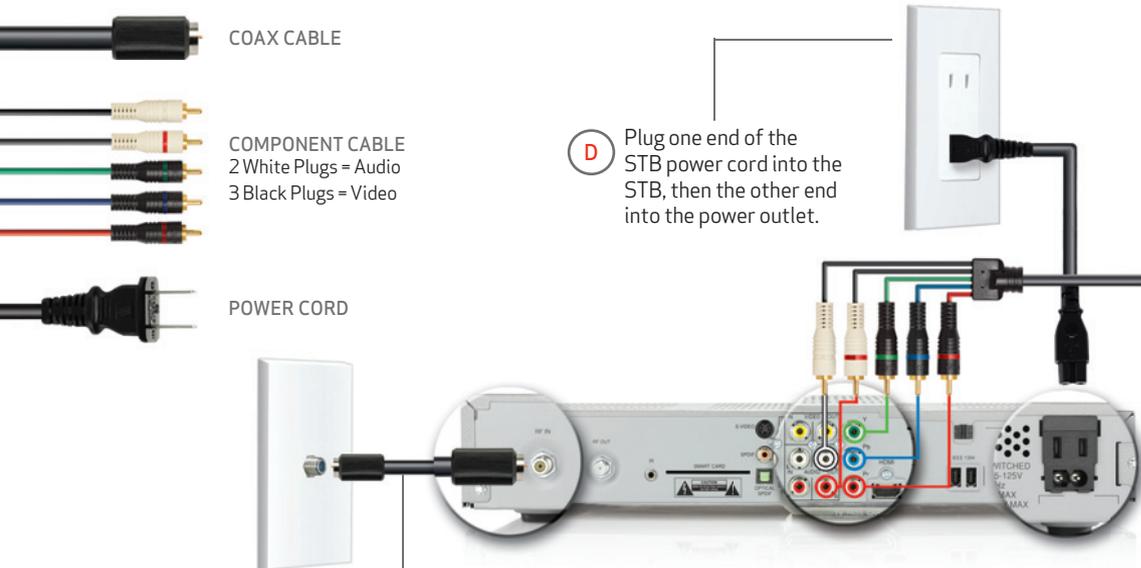
To ensure the successful installation of your Set Top Box, read and follow all of these steps.

1. Do not turn on your TV or Set Top Box (STB) until you've read the activation steps.
2. Unpack the unit and cables. Place your STB near the TV you want to set up.
3. We've included all necessary cables for your installation. Additional or longer cables can be purchased at verizon.com/fiosaccessories.
4. Insert batteries in the remote control.
5. Your remote control is already programmed to operate your STB. Instructions on how to program your remote to operate your TV or other devices are shown in the "Remote Control Guide," included with the packing materials.
6. The **Set Top Box model number** is located on the lower left-hand or right-hand corner of the STB.
7. If you have a HD or DVR STB, start on page 3. If you have a Standard-Definition STB, start on page 6. If you are not sure which type you have, compare the model number on your box to the list of models on pages 3 and 6.
8. Auto Activation should be completed no later than 10 business days after your STB order date. Otherwise, see page 9 to manually activate your STB.
9. Now you are ready to get started. Proceed to page 3 or 6 based on your model number.



Connecting cables for HD & DVR STBs

Standard installation using cables provided by Verizon.



A Connect the coax cable from the FiOS TV wall outlet to the **RF IN** or **FiOS TV IN** input on the back of the STB.

D Plug one end of the STB power cord into the STB, then the other end into the power outlet.

C There are 2 **audio connections** (white plugs). To connect Audio Left — put the white/white plug into the white jacks on both the STB (audio OUT) and TV (Audio IN). To connect Audio Right — put the white/red plug into the red jacks on both the STB (audio OUT) and TV (Audio IN).

B Connect the color-coded cables between the STB and TV. There are 3 **video connections** (black plugs), identified by a color-coded band: Green, Red, Blue. Match each plug to its respective jack color on the STB (Video OUT) and TV (Video IN). For example, Green plugs into Green jacks.



STB Setup

See below for your Hi-Def STB model.

1. Make sure your TV and STB are turned off.
2. Plug locations may vary according to the STB model.
3. Follow instructions A, B, C & D as shown on the left.
4. For instructions on connecting other equipment, visit verizon.com/fiostvwiring.
5. Once plugs are connected, proceed to Automatic Activation on page 5.

List of Hi-Def STBs

Motorola:
All Motorola models can be installed using the instructions on this page, except for model numbers QIP 2500 and QIP 2708. (For these models, skip to page 6.)

Cisco:
All Cisco models can be installed using the instructions on this page.

Connecting cables for HD & DVR STBs

Alternate installation using HDMI cable.



Alternate Installation Option

If you choose to use your own HDMI cable, please follow these instructions.

STB Setup

1. Make sure your TV and STB are turned off.
2. Plug locations may vary according to the STB model.
3. Follow instructions A, B & C as shown on the left.
4. For instructions on connecting other equipment, visit verizon.com/fioswiring.
5. Once plugs are connected, proceed to Automatic Activation on next page.

Automatic Activation of HD Set Top Box



ACTIVATION STEPS

1. Automatic Activation only works for STBs listed in this guide, and will take 15 minutes.
2. Make sure your Verizon Broadband Home Router is turned on. For questions, see Troubleshooting on page 8.
3. Turn on your TV, then turn on your STB.
4. After about one minute, you should see the activation process automatically begin on the TV screen (Image A).
5. The TV and STB will turn off and on automatically throughout the process.
6. Once the activation on-screen process is completed (Image B), press EXIT using the FIOS TV remote control.
7. **CONGRATULATIONS, YOUR STB IS ACTIVATED!**
8. **NOW PROCEED TO PAGE 11 TO INSTALL IN-HOME AGENT** — a powerful FREE tool that provides 24/7 support at the click of your mouse.

Simple Troubleshooting Steps

1. Automatic Activation should be completed no less than 10 business days from the STB order date. Otherwise, use Manual Activation on page 10.
2. If your STB shows an activation failure, the screen might prompt you on how to troubleshoot.
3. If your STB shows no on-screen activity for more than 15 minutes, then unplug the STB power cable from the wall. Wait 15 seconds. Plug the STB back into the wall. Then repeat Automatic Activation steps.
4. Detailed troubleshooting shown on page 8.

A

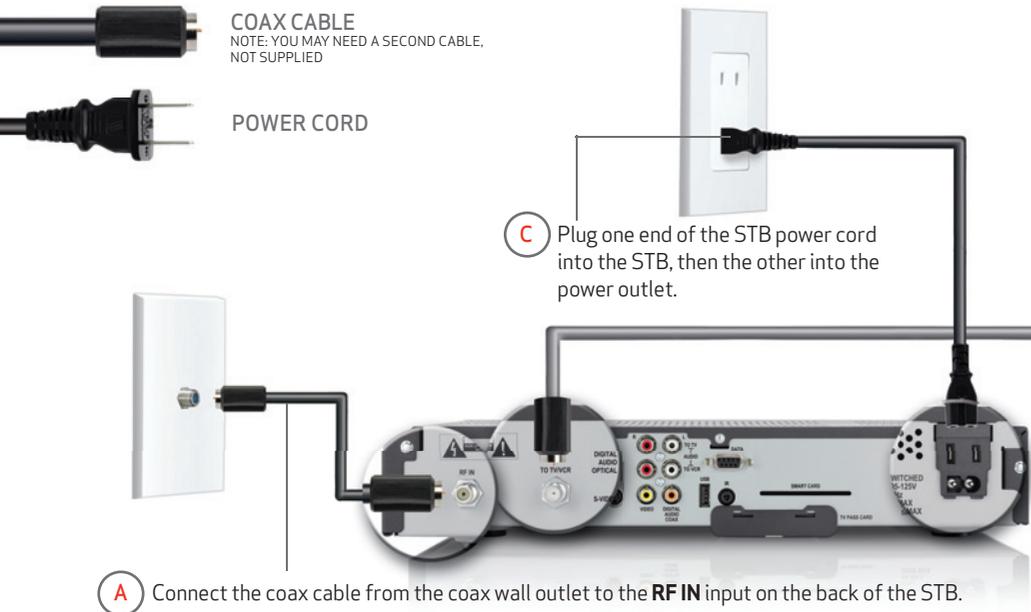


B



Note: If Automatic Activation does not complete after three attempts, perform a Manual Activation. See page 10.

How to connect cables for **Standard-Definition STB**



STB Setup

See below for your standard STB model.

1. Make sure your TV and STB are turned off.
2. Plug locations may vary according to the STB model.
3. Follow instructions A, B & C as shown on the left.
4. For instructions on connecting other equipment, visit verizon.com/fiostvwiring.
5. Once plugs are connected, proceed to Automatic Activation on next page.

List of Standard STBs

Motorola:
Motorola model numbers QIP 2500 and QIP 2708 can be installed using the instructions on this page. (For all other model numbers, refer to page 3.)

Automatic Activation of Set Top Box



ACTIVATION STEPS

1. Automatic Activation only works for STBs listed in this guide, and will take 15 minutes.
2. Make sure your Verizon Broadband Home Router is turned on. For questions, see Troubleshooting on page 8.
3. Turn on your TV, then go to channel 3 or 4. Then turn on your STB.
4. After about one minute, you should see the activation process begin on the TV screen (Image A).
5. The TV and STB will turn off and on automatically throughout the process.
6. Once the activation on-screen process is completed (Image B), press EXIT using the FiOS TV remote control.
7. **CONGRATULATIONS, YOUR STB IS ACTIVATED!**
8. **NOW PROCEED TO PAGE 11 TO INSTALL IN-HOME AGENT** — a powerful FREE tool that provides 24/7 support at the click of your mouse.

Simple Troubleshooting Steps

1. Automatic Activation should be completed no less than 10 business days from the STB order date. Otherwise, use Manual Activation on page 10.
2. If your STB shows an activation failure, the screen might prompt you on how to troubleshoot.
3. If your STB shows no on-screen activity for more than 15 minutes then unplug the STB power cable from the wall. Wait 15 seconds. Plug the STB back into the wall and turn it on. Then repeat Automatic Activation steps.

A



B



Note: If Automatic Activation does not complete after three attempts, perform a Manual Activation. See page 10.



TROUBLESHOOTING — REMOTE CONTROL

1. The Verizon Remote is preprogrammed to control the STB. Other devices must be programmed manually.
2. Go to the “Remote Control Guide” included with the packing materials.
3. You can also go to channel 131 on FiOS TV for help videos or visit verizon.com/usingfios.



TROUBLESHOOTING — FiOS ROUTER

1. The router must be turned on before Auto 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 router off and back on again.

TROUBLESHOOTING — AUTOMATIC ACTIVATION

If you get the message “No Network Available, exiting Auto Provisioning...”:

1. Check all cables to make sure connectors are hand-tightened and not easily separated.
2. Refer back to page 3 or 6. Please check that one end of the coax cable is attached to the RF Input connector on the STB, and the other is connected to a live FiOS TV outlet.
3. After checking proper cable inputs, unplug the STB and plug it back in.
4. If the STB continues to fail, please call Verizon technical support for assistance at 1.888.553.1555.

If “RF” checks fail, please follow troubleshooting steps above.

If IP check fails:

1. Check that your Verizon FiOS Router is powered on and that the Internet light is green. If not, then turn it on.
2. Verify the router coax cable is connected to the coax wall outlet.
3. Remove any signal-boosting equipment between the coax splitter and the FiOS TV outlet.
4. After above items have been checked, unplug the STB and plug it back in.
5. If the STB continues to fail, please call Verizon technical support for assistance at 1.888.553.1555.

If Provisioning fails:

1. Unplug the STB power cable. Wait 15 seconds and plug back in. Reattempt Auto Activation.
2. If the STB continues to fail, please go to page 10 and proceed with manual activation.

If your Auto Activation fails, see manual installation instructions on page 10.



TROUBLESHOOTING — TV PICTURE

If your TV has a blue screen or no picture:

1. Make sure that both the STB and TV are turned on.
2. If you are using a coax cable, make sure the TV is on channel 3 or 4.
3. Make sure your TV is on the correct input channel using the remote that came with your TV. Refer to your TV manual if you're unsure how to check the input channel.

TROUBLESHOOTING — HOME THEATER OR DVD CONNECTIONS

1. Instructions provided show basic STB setup.
2. For instructions on connecting DVD players and home theaters, go to verizon.com/fiostvwiring.
3. Locate your STB model number on the on-screen list. Click on your model and follow the detailed instructions.

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.

For additional help, go to fioshelp.verizon.com and look under the FiOS TV section. The FiOS interactive learning experience is also available for everything from basic operations to advanced programming features. Visit the site verizon.com/usingfios to learn more.

To check your account settings, go to verizon.com and log on to your account. If you do not have an online account, setting one up is easy!

*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 STB.

Manual Activation Steps

ACTIVATE YOUR STB MANUALLY IF AUTO ACTIVATION DID NOT COMPLETE

1. Locate the Equipment Activation Code on your packing slip. You will have to enter the following when activating: Activation Code + ZIP Code + Quantity of STB(s) in your order.



2. If activating more than one STB, connect plugs for all STBs prior to activation. The process below will handle activation for all STBs at the same time.
3. Turn on the TV using button on the TV set, as the Verizon remote is not yet programmed.
4. Put batteries in the Verizon Remote Control provided.
5. Turn on STB using remote control by pressing the “STB power” button.
6. When working, the STB “ON” light is illuminated.

Equipment Activation Code

7. To complete activation, go to verizon.com/fiostv/selfinstall. Or call the Verizon Set Top Box activation line at **1.888.897.7499** and follow the instructions to activate your new STB(s).
8. After step 7 is completed, your STB activation process will take 15 minutes. Once the activation is done, the Set Top Box will turn itself off.
9. Turn your TV on and tune to channel 3.
10. Turn on the Set Top Box using your remote.
11. Congratulations, your Set Top Box is activated!

TROUBLESHOOTING — TV PICTURE

If your TV has a blue screen or no picture:

1. Ensure that both the STB and TV are turned on.
2. Check that the TV is on channel 3 or 4.

TROUBLESHOOTING — REMOTE CONTROL

1. The remote is preprogrammed to control the STB. Other devices must be programmed manually.
2. Consult the “Remote Control Guide” included with the packing materials or visit verizon.com/usingfios for complete instructions on your remote control.

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.

For additional help, go to fioshelp.verizon.com and look under the FiOS TV section.

To check your account settings, go to verizon.com and log on to your account. If you do not have an online account, setting one up is easy!

*On Demand menu is only available to customers with access to the Interactive Media Guide.

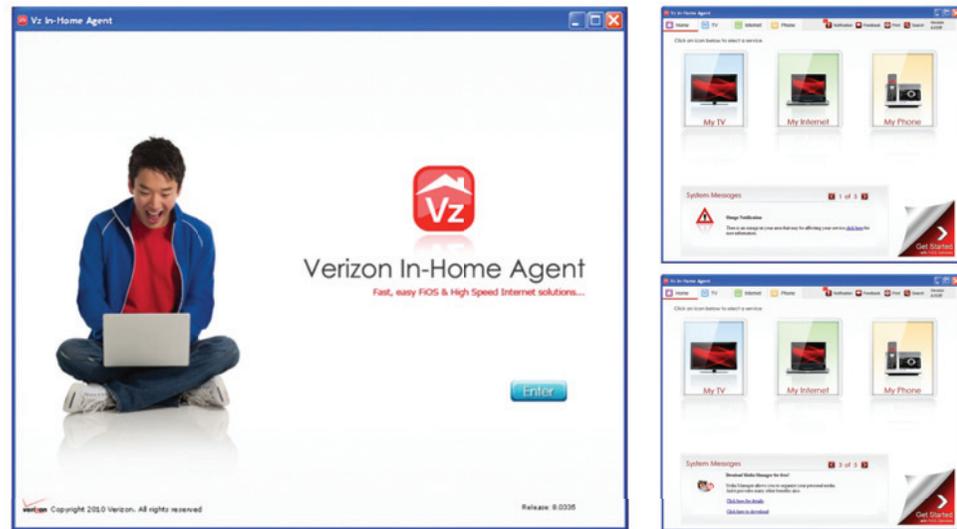


Verizon In-Home Agent

VERIZON IN-HOME AGENT PROVIDES FAST AND EASY SOLUTIONS THAT CAN HELP YOU DIAGNOSE AND SOLVE PROBLEMS

It's easy to get started. Use your remote control and select "Menu" then "Customer Support" then "In-Home Agent" to access TV support tools. Or Download an even more powerful tool at verizon.com/inhomeagent to manage both TV and Internet with features such as:

1. TV — troubleshoot STB problems or resolve issues.
2. Internet — add computers to your wireless network, manage e-mail services, optimize network performance or troubleshoot connectivity problems.
3. Phone — quickly retrieve your Voice Mail access number, set up multiple mailboxes or manage customized features.



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





You are now set to unleash the full potential of your television.

Colors so bright, they startle. Images so sharp, they astound. Sound so full, it soars.

FiOS. A NETWORK AHEAD.



FiOS

A NETWORK AHEAD