

ZiPLY Fiber Routers

Arris NVG448BQ, NVG448B and NVG443B

Installation Reference Guide



Your router can be configured in different ways. If you have scheduled a technician for installation, they will let you know if you need to take any of the steps below.

1. Locate your existing router and make note where the cables are connected.
2. Move each cable from your 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 Fiber TV service, please proceed to step "E".

New Customers: Follow the installation 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 "ON/OFF" button on the back of the router to turn it on.

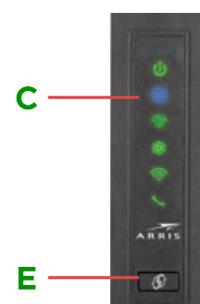
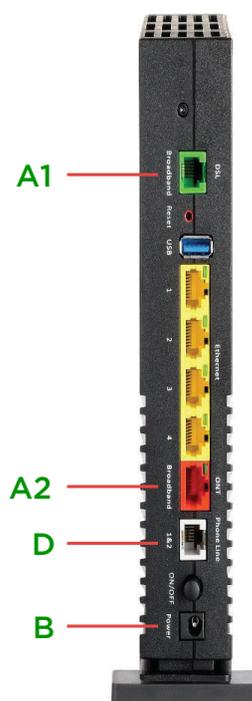
Option 2: Battery Backup Unit (BBU)

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 "ON/OFF" button on the back of the router to turn it on.

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 the back of this guide.

IMPORTANT: To finalize your installation, you will need to go to ziplyfiber.com/activate to complete your acceptance of our terms of service.



D. Connect Your Phone (existing Voice customers only)

If you have Zply Fiber's digital phone service, connect your phone directly to the port labeled "Phone Line" on the back of the router using the supplied phone cord. Note: If you have a cordless phone, please make sure it is connected to a power outlet.

E. Sync Your Video (existing Video customers only)

If you have Fiber 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.

Connect Additional Devices to the Router

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 WiFi settings and select a WiFi network name that matches your router from the list of available wireless networks. Enter the WiFi password to securely connect your device to your router.



Wi-fi Network Name, 2.4GHz
Zply9600
Wi-Fi Network Name, 5GHz
Zply9600_5G
Security Type: WPA2/AES
Wi-Fi Password:
2347302845

Sample image. Use Wifi password on the router.

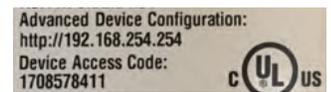
Personalize your Router

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 WiFi 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.

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



Advanced Device Configuration:
http://192.168.254.254
Device Access Code:
1708578411

Sample image. Use actual credentials on the router.

To learn more about setting up your Zply Fiber ID, managing your router and more, go to ziplyfiber.com/helpcenter

Troubleshooting

Problem: Internet light is not solid.

- **DSL:** 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 WiFi.

- **Solution:** Make sure you are selecting the WiFi network printed on the sticker on the bottom of the router.
- **Solution:** Make sure you are correctly entering your WiFi 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 Zply Fiber at 1.866.MYZIPLY.

Problem: I have questions not covered in this guide.

- **Solution:** Please call Zply Fiber at 1.866.MYZIPLY.
- **Solution:** Videos and more information are available at ziplyfiber.com/helpcenter.