



ZiPLY Fiber
Routers

ARRIS NVG578HLX



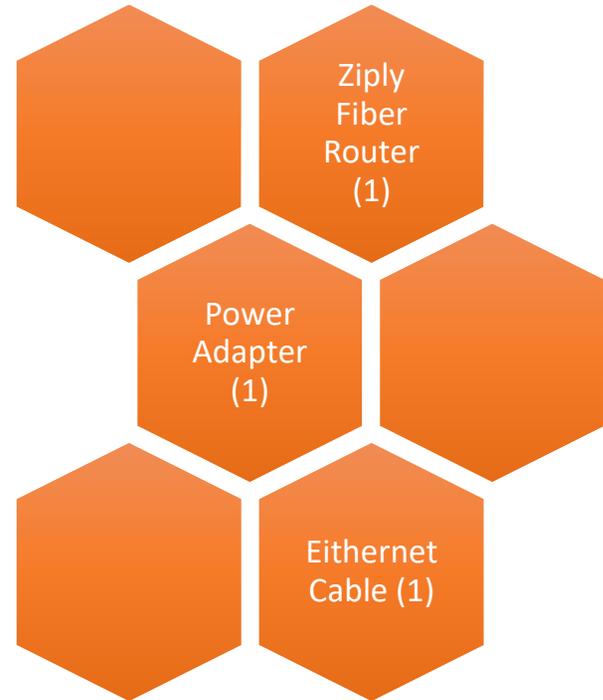
Quick Setup Guide



ziplyTM
fiber



Check your package contents. You should have the following:



Step 1: Connect Router

A. Connect the Router

Power supply installation:

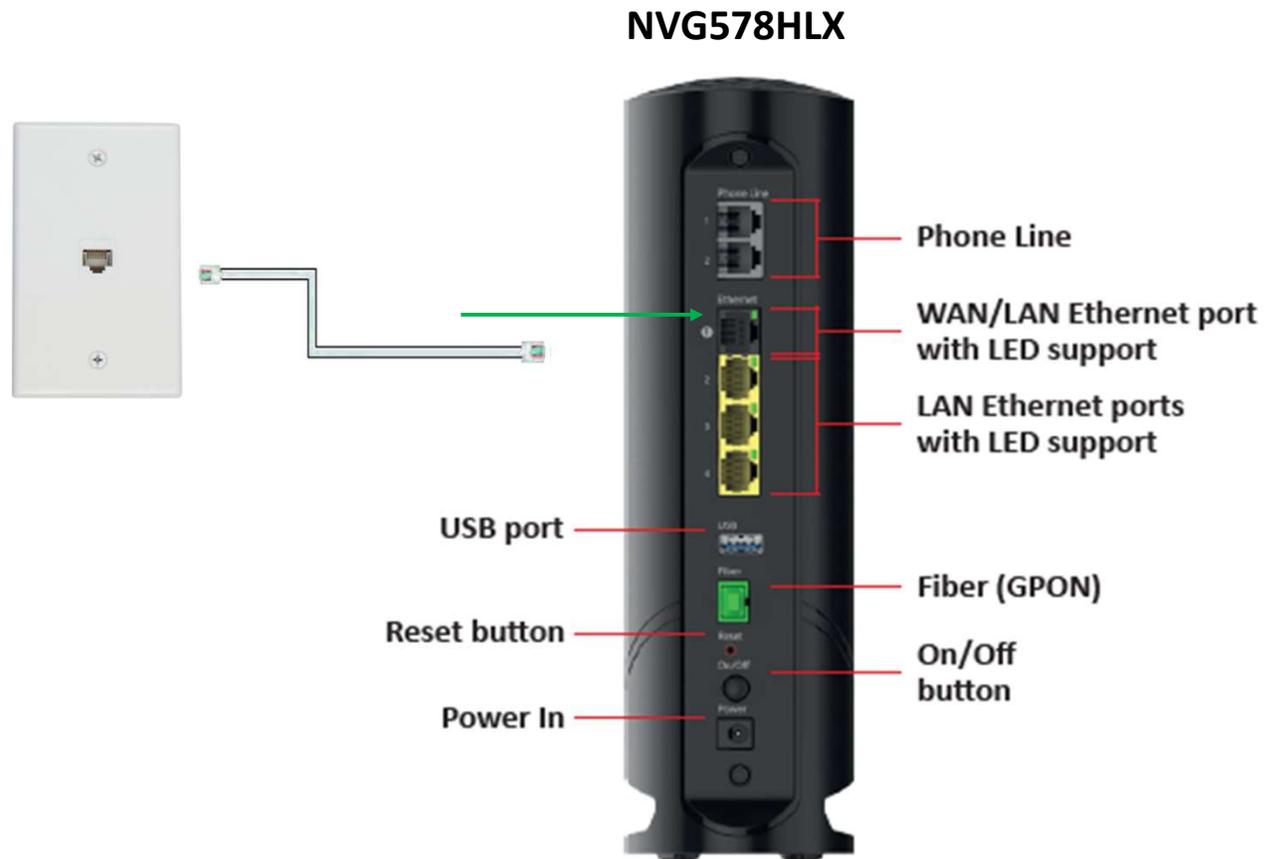
Connect the power supply cord to the Power In connector on the back of the gateway and the other end into an appropriate electrical outlet.

If connecting via Ethernet:

Connect one end of the Ethernet cable to the Ethernet port on your wall (or the Optical Network Terminal (ONT) if the router is located next to the ONT). Next, connect the other end of your cable to the BLACK Ethernet port on your router.

If connecting via Optical connection:

Connect the Fiber Optic line to the Green Fiber port on the router. (ZiPLY Fiber Tech install only)



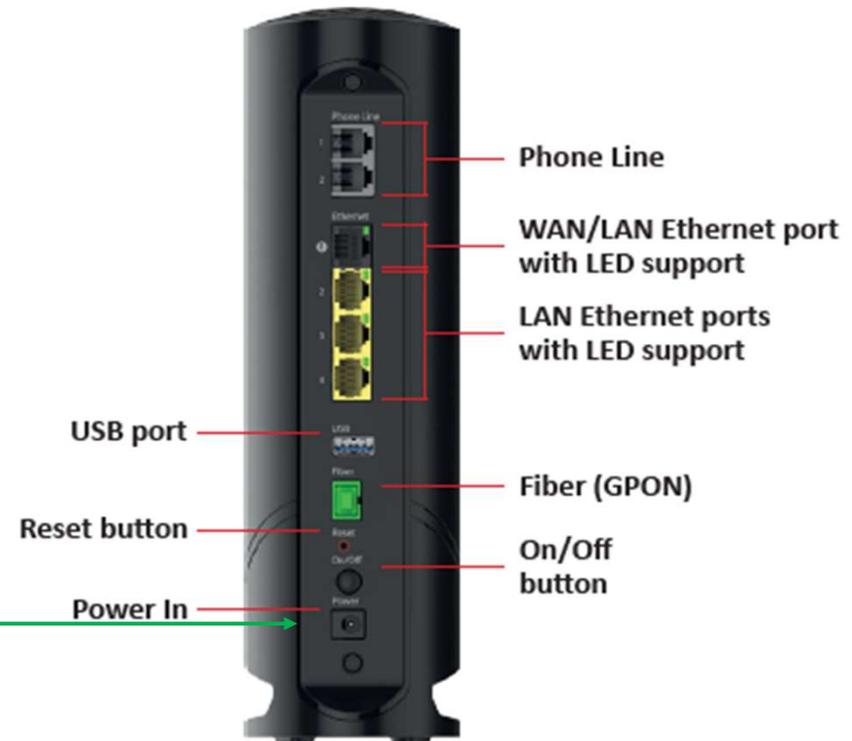
Step 2: Connect Power

B. Connect Power to the Router

Plug the 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



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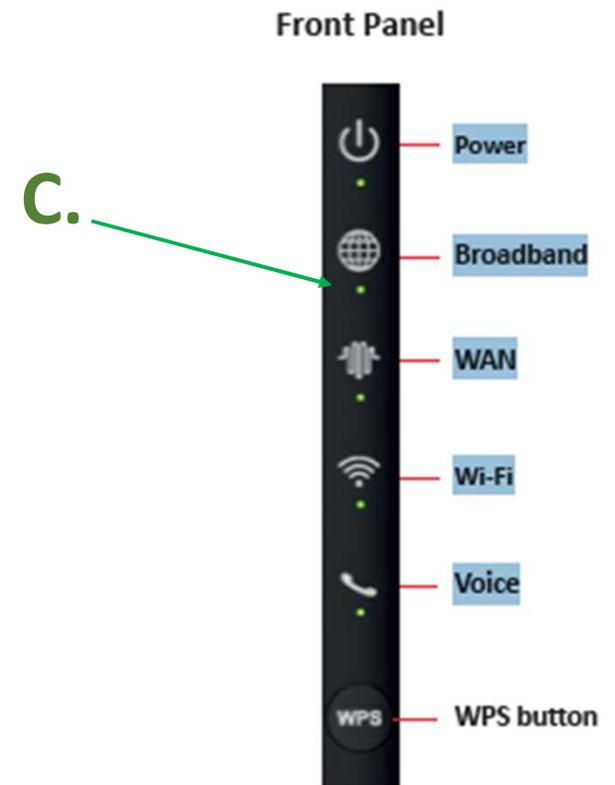
C. Check for Internet Connectivity

The internet light on the front of the Ziplly Fiber router will become solid GREEN once you have Internet connectivity.

If after several minutes the light is not solid GREEN, check the troubleshooting steps below.

LED descriptions

LED	Status
Power	<p>Solid Green: The device is powered.</p> <p>Flashing Green: The device is booting.</p> <p>Solid Red: Boot failure.</p> <p>Flashing Red: Detecting Factory Reset (press and hold the recessed Reset Switch for 10 or more seconds to trigger the factory reset).</p> <p>Off: No power</p>
Broadband	<p>Solid Green: Broadband connected.</p> <p>Solid Red: No IP address or authentication failed.</p>
WAN	<p>Solid Green: WAN connection is active.</p> <p>Flashing Green: Acquiring connection.</p> <p>Solid Red: No broadband WAN connection on the line.</p>
Wi-Fi	<p>Solid Green: Wireless enabled (either radio).</p> <p>Flashing Yellow: WiFi Protected Setup (WPS) is active.</p> <p>- Slow Flashing: = less than 3 sec WPS push for the configured radio SSID (2.4 GHz or 5GHz) user pairing.</p> <p>- Fast Flashing: = 3 sec or longer WPS push for 5GHz Video SSID pairing.</p> <p>Flashing Red: WiFi Protected Setup (WPS) timeout or conflict.</p> <p>Solid Red: Wireless network failure.</p> <p>Off: Wireless disabled (both radios).</p>
Voice	<p>Solid Green: All phone lines are registered and active.</p> <p>Flashing Green: A phone line is ringing or off-hook.</p> <p>Solid Red: All provisioned phone lines are provisioned but not SIP registered.</p> <p>Solid Yellow: Both lines of a two line system are provisioned with one unregistered.</p> <p>Flashing Yellow: Two phone lines provisioned, one line is registered and the other has a registration failure, operational line is ringing or off hook (only applicable for two lines)</p> <p>Off: No phone services have been provisioned, or the gateway power is off.</p>
LAN/WAN Ethernet LEDs on rear panel RJ-45 ports	<p>Solid Green: Port is active.</p> <p>Off: Port is not active.</p> <p>Flashing Green: Traffic is passing on the line.</p>



Step 2: Connect 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

Your wireless network name and password will be 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: Ziplly-7970
Wi-Fi Password: xwv65xh29f20

Sample Wi-Fi SSID and Password sticker on the bottom of the router

Congratulations you have successfully installed and configured your router.

To learn more, go to ziplyfiber.com/helpcenter

Step 3 (optional): 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: If you make changes to these settings, you will be asked to enter the Device Access Code (located on the bottom of the router).
- Please also note any changes you've made to the router in the event you need support.



Home Wiring Connections

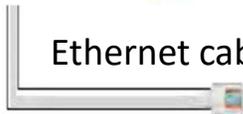
Zipty Fiber uses an Optical Network Terminal (ONT) and a router to connect your home to the internet and enable Data, Voice Services. If the steps above do not result in an internet connection, check the cables on the ONT.

Ethernet-connected homes will require an Ethernet connection from the ONT to the router service.

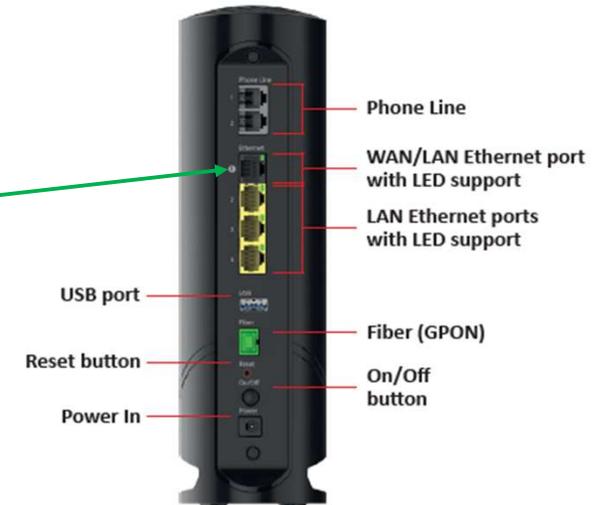
Example ONT



Ethernet cable



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To determine if the ONT is provisioned for Ethernet , look for the light on the ONT:
DATA light ON: Ethernet is provisioned

Troubleshooting

Problem: General connectivity issues.

Solution: Make sure all Ethernet connections from the Optical Network Terminal (ONT) to the home wiring and to the router are connected and you have GREEN Lights on both the ONT and the router

Solution: Make sure all cables are securely fastened to the wall and router

Problem: Internet light does not become GREEN.

Solution: Make sure the white Ethernet cable from the ONT is connected to the BLACK Ethernet port on the router (not to the yellow Ethernet ports).

Solution: Make sure all cables are securely fastened to the wall and router

Problem: Unable to connect to the WiFi Network.

Solution: Make sure you are selecting the correct network name 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 Cap Locks are off).

Problem: I have questions not covered in this guide.

Solution: Please call the Zply Fiber helpdesk at 1.866.MYZIPLY.

Go to our Help Center to find additional support topics at ziplyfiber.com/helpcenter

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