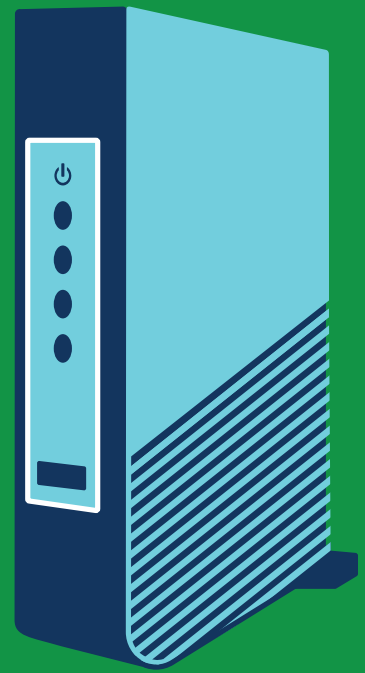# Ziply Fiber Routers
Arris NVG448BQ, NVG448B & NVG443B

Your Contact-Free Install Reference Guide

It's time for your appointment. While on site our technician will do all exterior work, first. To complete any necessary steps inside the premises, our technician will guide you from outside, keeping proper social distance, over the phone, or using TechSee, a visual support tool that allows them to video-chat with you and provide technical guidance to complete the work.

Below is a visual guide for your reference.

ziply fiber

Your router can be configured in different ways. Our technician 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 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.

A1

A2

D

B

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 Fiber TV 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.

C

E

IMPORTANT: To finalize your installation, you will need to go to **ziplyfiber.com/activate** to complete your acceptance of our terms of service.
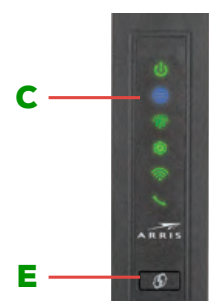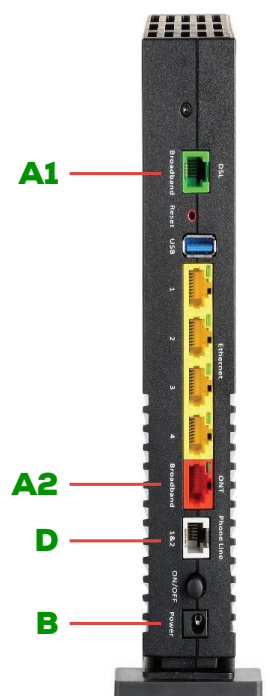
D. Connect Your Phone (existing Voice customers only)

If you have Ziply 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.
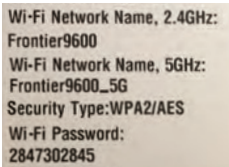
Connect Additional Devices to the Router

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 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.

Wi-Fi Network Name, 2.4GHz:
Frontier9600
Wi-Fi Network Name, 5GHz:
Frontier9600_5G
Security Type:WPA2/AES
Wi-Fi Password:
2847302845

Sample image. Use actual credentials 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 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.
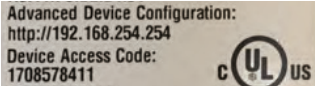
Please also note any changes you've made to the router in the event you need support.

To learn more about setting up your Ziply Fiber ID, managing your router and more, go to **ziplyfiber.com/onlinehelp**

Advanced Device Configuration:
http://192.168.254.254
Device Access Code:
1708578411 c (UL) us

Sample image. Use actual credentials on the router.

Don't go it alone.

Troubleshooting

Problem: Internet light is not 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 Wi-Fi.
- **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 Ziply Fiber helpdesk at 1.800.921.8101.

Problem: I have questions not covered in this guide.
- **Solution:** Please call the Ziply Fiber helpdesk at 1.800.921.8101.
- **Solution:** Videos and more information are available at **ziplyfiber.com/helpcenter**.

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