Start here & note

What is your Service Ready Date?

(Find your Service Ready Date on your order confirmation email.) Your service will be ready for installation/activation on this date:

_____ / _____ / _____

Note your Equipment IDs:
(You will need this to set up your devices)

Internet Router

Wi-Fi Network Name:

_____

(See the label on the bottom of your router)

Wi-Fi Password: _____

DVR/Set-Top Box (STB)

Model: _____
(Located on the front of the STB)

MCARD SN: _____
(See the label on the bottom of the STB)

Ziply Fiber Support

ziplyfiber.com/helpcenter/categories/tv
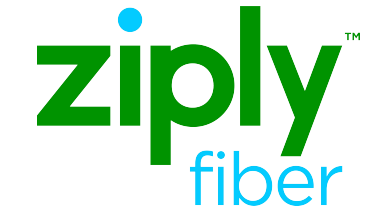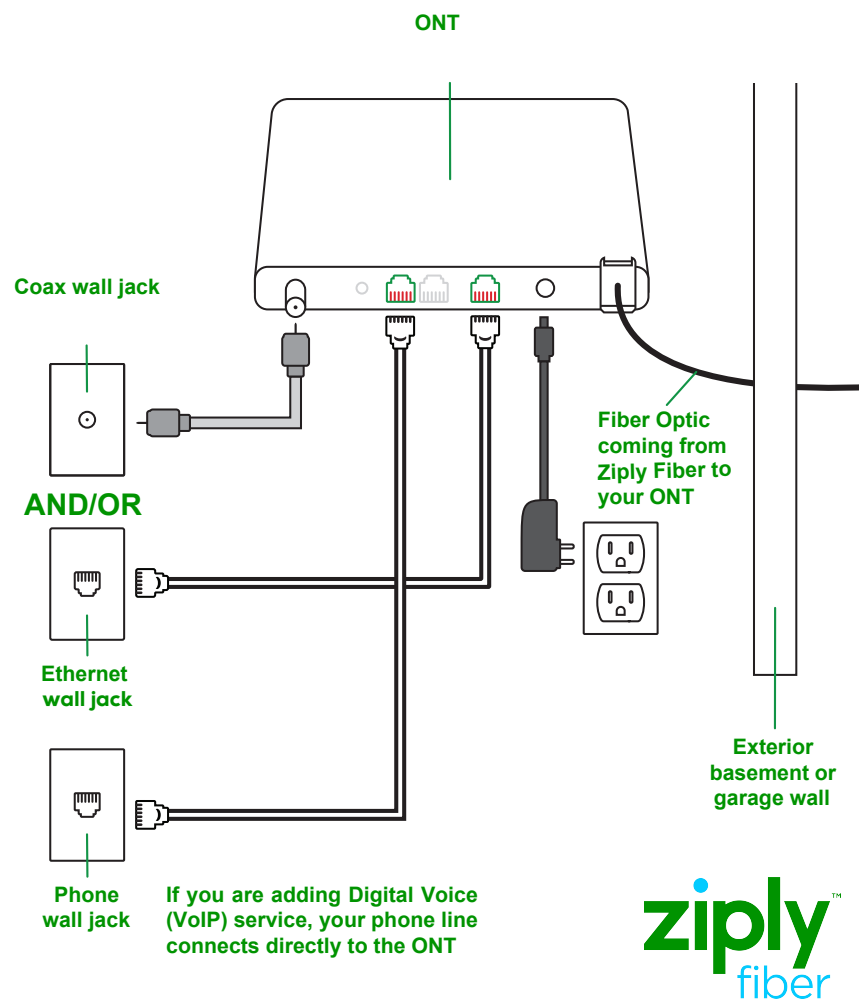(view videos and detailed installation guides)

💬 **Live Chat**

📞 **1.866.947.5988**

Tips

If you are installing Fiber TV Internet and your last provider was Cable or satellite, you may need to reconnect your home wiring (coax and/or Ethernet) to the Optical Network Terminal (ONT). Your ONT is often located in or outside of your garage, basement or an interior closet, may be in a protective case and appear different than the illustration. Simply open the ONT and connect your home's coax and/or Ethernet.

How Ziply Fiber connects your home to Fiber TV:

ONT

Coax wall jack

AND/OR

Ethernet wall jack

Phone wall jack

Fiber Optic coming from Ziply Fiber to your ONT

Exterior basement or garage wall

If you are adding Digital Voice (VoIP) service, your phone line connects directly to the ONT

Quick Set-Up Guide

FiberTV

By Ziply Fiber

Let's get started

Flip over to the back to fill in your Service Ready Date & Equipment details before beginning installation.
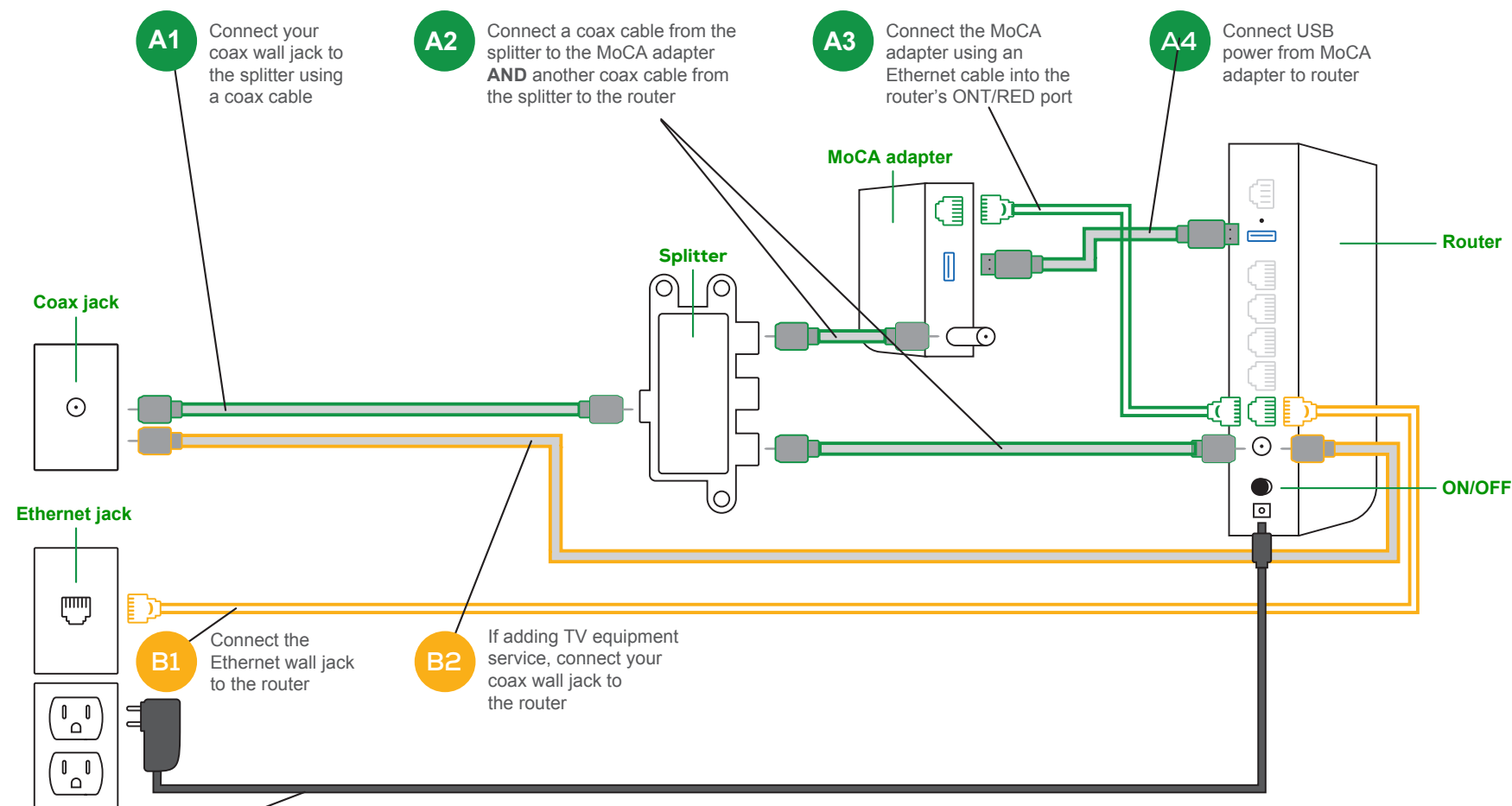
1 | Internet Router Set Up

Tips
- **For best Wi-Fi coverage,** place your router in a central location
- **If you are also connecting TV equipment,** install your router first

A **If you received a MoCA adapter, follow Step A (the green connections)**

OR

B **If you did NOT receive a MoCA adapter, follow Step B (the yellow connections)**

A1 Connect your coax wall jack to the splitter using a coax cable

A2 Connect a coax cable from the splitter to the MoCA adapter **AND** another coax cable from the splitter to the router

A3 Connect the MoCA adapter using an Ethernet cable into the router's ONT/RED port

A4 Connect USB power from MoCA adapter to router

MoCA adapter

Router

Splitter

Coax jack

ON/OFF

Ethernet jack

B1 Connect the Ethernet wall jack to the router

B2 If adding TV equipment service, connect your coax wall jack to the router

Plug the power cord into the electric outlet, connect the router and press the ON button
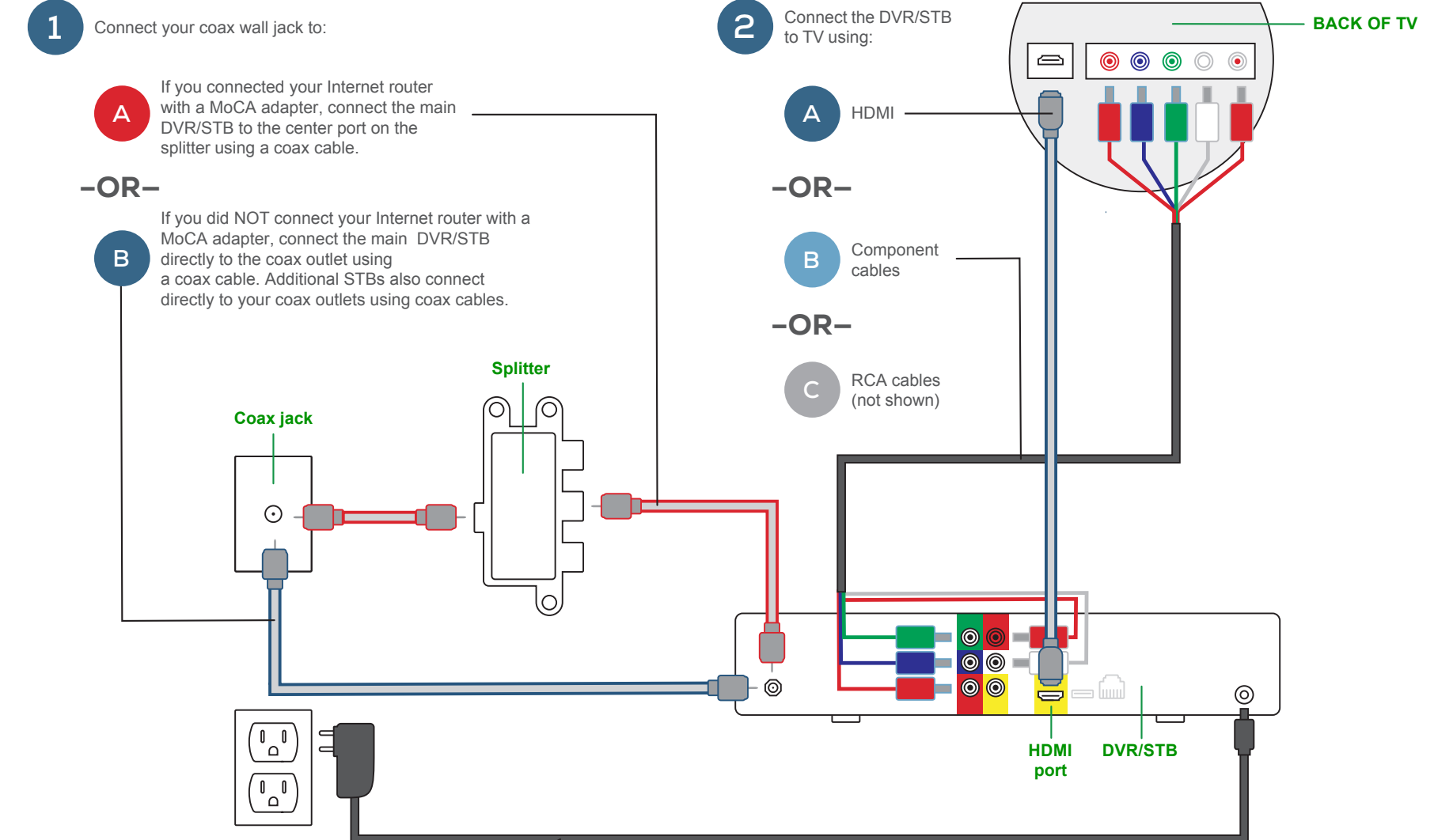
The globe light, on the front of the router, will flash, then become solid blue when you have **Internet connectivity** (this may take several minutes)

Connect your devices using your Wi-Fi Name and Password (see the label on the bottom of your router)

2 | TV Equipment Set Up

Tips
- **Your router must be connected to the Internet** before installing and activating your TV equipment
- **If you received a DVR device,** this box must be installed/activated before the other Set-Top Boxes (STB)

1 Connect your coax wall jack to:

A If you connected your Internet router with a MoCA adapter, connect the main DVR/STB to the center port on the splitter using a coax cable.

−OR−

B If you did NOT connect your Internet router with a MoCA adapter, connect the main DVR/STB directly to the coax outlet using a coax cable. Additional STBs also connect directly to your coax outlets using coax cables.

Coax jack

Splitter

2 Connect the DVR/STB to TV using:

BACK OF TV

A HDMI

−OR−

B Component cables

−OR−

C RCA cables (not shown)

HDMI port

DVR/STB

3 Connect the DVR/STB power cord to the DVR/STB and plug into the electric outlet

Press the STB power button on the remote control, turn the TV on and follow the prompts for activation

Follow the TV screen prompts for activation (A firmware will download to your device which may take up to 30 minutes)

Ziply Fiber Support

ziplyfiber.com/helpcenter/categories/tv
(view videos and detailed installation guides)

Live Chat 📞 1.866.947.5988