



**Internet and TV for  
Business**  
**User Guide**

## Your Quick Reference Guide

Order Reference Number: \_\_\_\_\_

Customer Account Number: \_\_\_\_\_

Voice Mail Access Number: \_\_\_\_\_

Router IP: \_\_\_\_\_

Username: \_\_\_\_\_

### Internet for Business

#### Username

Email Address: \_\_\_\_\_

Email Password: \_\_\_\_\_

#### Router

Router Location: \_\_\_\_\_

Password: \_\_\_\_\_

**Note:** Safeguard the information above in a secure location for your future reference.

SSID:

WPA/WPA2 Key:

64 Bit/10 Character

128 Bit/26 Character

# Welcome to Ziplly Fiber for Business.

## It's as easy as ...

- 1: Fiber Internet [5–9]**
- 2: Fiber TV [10–27]**
- 3: Equipment [28–30]**
- 4: Index [32–34]**

Our User Guide has been designed so you can enjoy all the power of fiber optics as quickly as possible. Let's get started.

Call **1.866.699.4759**

Or visit us at <https://get.ziplyfiber.com/small-business>

# Table of Contents

## 1 : Fiber Internet

Business Network Connections	5
Support	7
Frequently Asked Questions	8

## 2 : Fiber TV

Fiber TV Remote	12
Fiber TV Remote—Your Interactive Media Guide	14
Self-Serve Ordering, Video On Demand and Search	15
Blocking Controls, Widgets	16
Recording TV Shows	17
Controlling Live TV with the DVR Multi-Room	21
DVR	22

## Fiber TV Support

Quick Tips	24
Additional Assistance	27

## 3 : Equipment

Optical Network Terminal (ONT)	28
Battery Backup Unit Audible Alarms	29
Router	29
Battery Backup Unit Indicator Signals	30

## 4 : Index

Index of Contents	32
-------------------	----

# Welcome to Fiber Internet for Business

## Business Network Connections

As part of your Ziplly Fiber service, you received a router. Your router lets you create a business network so that multiple computers can be online at the same time. This can be done on either a wired or a wireless connection.

### Adding an additional computer to a wired network:

1. Connect one end of an Ethernet cable (Ethernet cable looks similar to a regular phone jack, but is slightly larger) to the back of your computer and the other end to the Yellow port on the back of your router (tip—make sure it's in the Yellow port).
2. Once connected, wait 60 seconds—now you're ready to open up your Internet connection.

### Adding a computer to a wireless network:

1. Turn computer on. Click on the **Start** button (usually located in the lower left-hand corner of the screen). Click on **Control Panel > Network and Internet > Network and Sharing Center**.
2. In Network and Sharing Center, click on **Connect to a Network**.
3. Look for the five-digit ESSID and WPA2 Key information for your router.  
**Note:** This is located on the back of your router and in the Quick Reference Guide.
4. Find the matching SSID/ESSID from the networks listed and click **Connect**.

5. The application will ask you to enter a network key—enter the WEP/WPA2 Key information from the back of your router/the Quick Reference Guide.

**Note:** If asked, select bit count as 64 bits. For options on bit counts, review the Quick Reference Guide.

## Connecting a computer to your wireless network:

1. Verify that your wireless network card is enabled. Some computers with wireless capabilities have a physical button that enables and disables the wireless networking card. If the wireless card is enabled, signal strength is often depicted at the lower right corner of the screen.
2. Follow these steps to verify that you are connected to your five-digit SSID/ESSID and not another wireless signal:
  - Go to **Start > Control Panel > Network and Internet > Network and Sharing Center**.
  - In Network and Sharing Center, click on **Connect to a Network**.
  - In the pop window, available wireless networks will be displayed. Find the matching SSID/ESSID, highlight it and click **Connect**.
  - The application will ask you to enter a network key—enter the WEP/WPA2 Key information from the back of your router/the Quick Reference Guide.

# Support

## Need help?

You can always find help by visiting <https://ziplyfiber.com/small-business/helpcenter>

### Quick Tip #1

#### How to reboot your router.

- Unplug the power cord to your router.
- Plug it back into the electrical outlet and wait 30 seconds.
- Always reboot your router first since it might be all that is required to correct the problem.

### Quick Tip #2

#### How to factory reset your router.

If rebooting your router did not fix the issues, you can try a factory reset:

**Note:** Any settings you may have changed to the router will be lost.

- Hold down the Reset button on the back of the router for approximately three to five seconds.
- You will see the lights on the router flicker.
- Once the lights come back to normal, try to access the Internet as you usually would.

## Frequently Asked Questions

### My computer occasionally loses its connection to the Internet. How can I fix it?

- Check the Coaxial or Ethernet connection between your computer and router.
- Check the connections between your router and wall jack.
- Make sure your router power cord is properly plugged in.
- Disconnect your power cord, wait a few minutes, then plug it in again.
- If you have a wireless connection, make sure there is no interference (2.4 GHz phones, microwaves, fluorescent lights) between your computer and router.
- Try moving your computer closer to the router for a stronger signal.

### I forgot my account username and password. What should I do?

For your protection, Zply Fiber requires that you contact us directly for assistance in obtaining this information so we may verify your identity. Please call **1.866.699.4759** so we may assist you.

### My service seems slow. What can I do?

- Clear your temporary Internet files by clearing the cache on your browser. Here's how to do it for Microsoft Internet Explorer.
  1. Select **Tools**.
  2. Select **Internet Options, Delete Files**, then click **OK** in the **Delete Files** box.
  3. Click **OK** to close the Internet Options window.
- Reboot your computer. You can do this by unplugging its power cord for a few minutes and then plugging it in again.
- Make sure your anti-virus software is running and that it has the most recent updates.



## **Do I have a wireless business network?**

Here are some tips you should consider to get the most out of your network:

- Place your wireless router at least 10 feet from cordless phones or microwaves to avoid potential interference.
- If you have thick/dense walls, or your network needs to span a large physical distance, place the wireless router as high as possible and to the center of your home.
- If you want to access your service outside, place the wireless router near a window.
- Keep the wireless router away from any large metal objects, as these will hinder its range.
- Use the same operating system, such as Windows XP, on all computers connected to your home network. Newer versions of Windows are designed with features and setup wizards specifically for home networking.

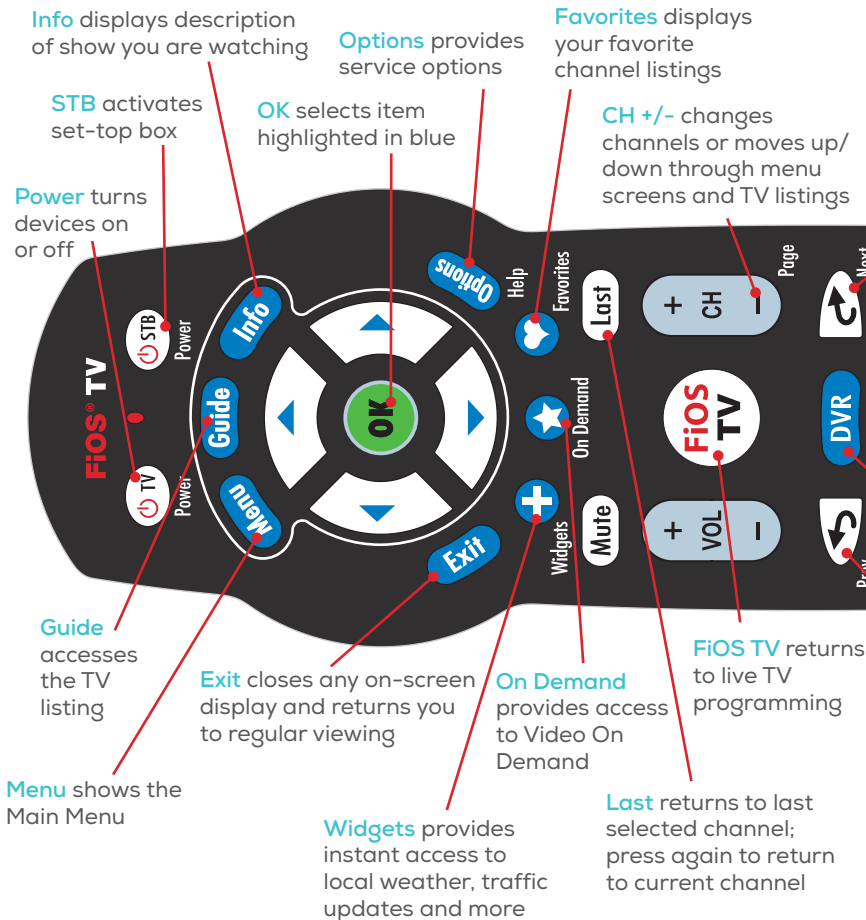
## **What is the difference between Dynamic IP and Static IP addresses?**

To communicate on the Internet, computers or other devices must have an IP address. IP addresses are either Dynamic or Static.

- If you have a Dynamic IP address, a new IP address is assigned to your computer each time you connect to Frontier Broadband. When you close your Internet connection or turn your computer off, your computer releases the temporary IP address. Most business owners who connect to the Internet to collect email, browse websites or make transactions online use Dynamic IP addresses.
- A Static IP address gives you a permanent home on the Internet, with a numeric address that uniquely identifies your business and is always dedicated with the same computer. Static IP addresses don't change. This is because the global DNS (Domain-Name Service) record matches your domain to your IP address, enabling computers around the world to go to your IP address when a request pertaining to your domain is made.

# Welcome to Fiber TV for Business

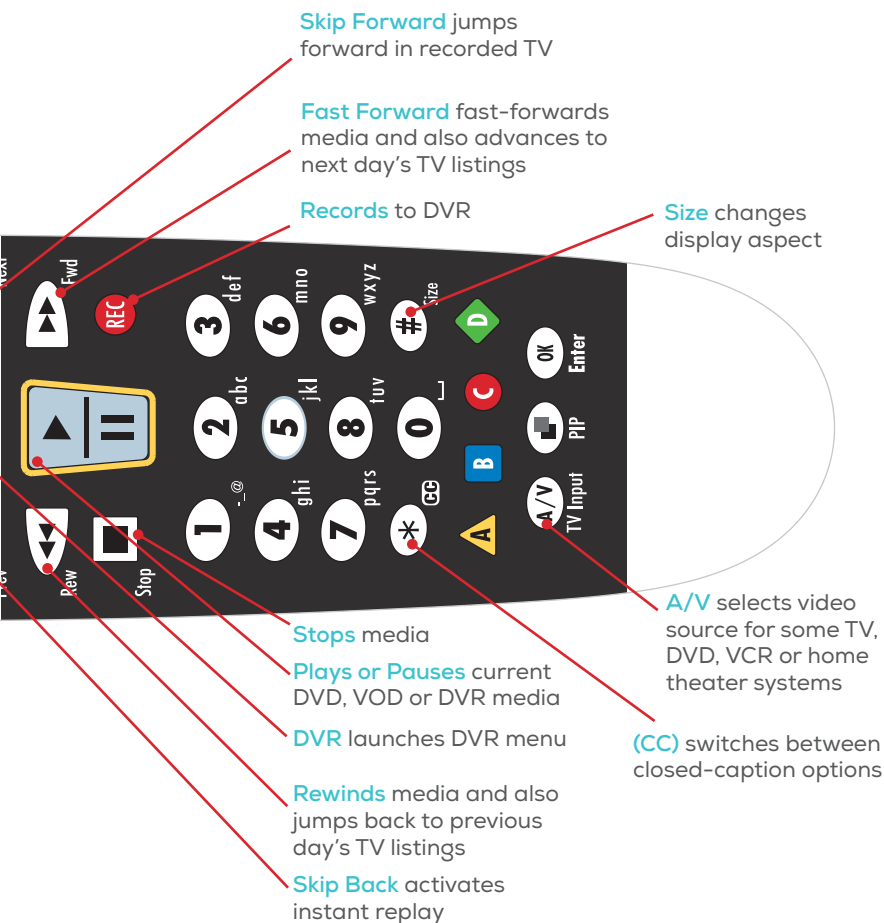
**Fiber TV Remote:**  
It has everything you need to do it all.



## This is Fiber TV. It's so easy, all you have to do is “press the button.” These are the buttons and what they do.



Tune to channel **131** to watch Help videos.

Directions to sync the P265 remote with your TV are printed on the back of the remote.



## Here's how to set up your Fiber TV Remote:

The instructions in this booklet will work with our current remote controls—the P265. If you have another remote control, please refer online to set up your remote at <https://ziplyfiber.com/small-business/helpcenter/categories/tv/fiber-tv/channel-guides-fiber-tv-smb>.

1. Turn on your TV and the Fiber TV Set-Top Box. Make sure you can see live TV.
2. Press and hold the **OK** and **FiOS TV** buttons together, then release both buttons. The red LED light blinks two times and then stays on.
3. Press and hold the **Play** button  The remote control tries a new TV code every second. The red LED light blinks each time a new code is sent.
4. When the TV turns off, release the **Play** button  immediately.

**Note:** Some TVs may respond slower than others. If necessary, you can press the Ch+ and Ch- buttons to go forward or backward one TV code at a time.

5. Test your remote to ensure it is working properly:
  - Turn on the TV by pressing the **TV** button on your Fiber TV remote.
  - Press the **Vol+** and **Vol-** buttons to ensure that you can control the volume.
  - Press the **Mute** and **A/V** buttons to ensure they work.

If any of these buttons do not work, press and hold that button. Release the button as soon as it works.

6. If all the buttons work, press **OK** to this TV remote code. The red LED light blinks three times and then turns off. Your remote control is now programmed.

For additional information on device codes, refer to the Fiber TV Remote Control User Guide that came with your remote.

**Tune to channel 131** to watch Help videos.

## Learn the basics of your remote:

Your new remote can be used to control your Set-Top Box and your TV. The choice is yours.

- Press **TV Power** button to turn TV power on and off. Remote must be programmed to operate your TV.
- Press the **STB Power** button at the top of the remote to turn power on and off. Comes pre-programmed.
- Press the **CH+** button to see the next higher channel.
- Press **1 3 1** then **OK** to tune to Channel 131.
- Press the **Last** button to return to the last channel.
- Press the **Info** button to see information about the current program.
- Press the **Guide** button to see a list of TV programs.
- Press the **Exit** button to return to TV watching.
- Press the **Menu** button to launch the **FiOS TV Main Menu**. From here, you can access all the features of your FiOS TV service.
- Use the **Arrow Keys** to navigate through this menu.

**Note:** If LED light flashes five times, batteries need to be replaced.

## If you have a DVR:

If you have a Set-Top Box with a built-in DVR, you have special button functions. Here's what they do:

- **DVR** button displays your list of recorded programs.
- **Pause** button is a rocker button. Press the lower half of the button to pause the program. Press the upper half of the button to continue to play from where you left off.
- **Skip Back** button jumps back a few seconds in the program you are watching.
- **Skip Forward** button jumps forward in the recorded program you are watching.
- **Record** button records the current program.

**Note:** DVR not available to all Business Customers.

## Tips:

- The remote will exit the programming mode after 20 seconds if no keys are pressed.
- Directions to sync the P265 remote with your TV are printed on the back of the remote.

## Getting help:

Whenever you have questions or need help with your Fiber TV service, we make it easy to get answers.

- For Help videos, press **Menu** on the remote and scroll down to **Help**. OR Check out **Channel 131** for more answers to your questions. OR Visit us online at <https://ziplyfiber.com/small-business/helpcenter>

## Fiber TV Remote—Your Interactive Media Guide

Prepare to be amazed by the power you control with your remote. Your remote is a powerful interactive media guide!

Starting now, you will be served a wealth of media choices on-screen, just by using your remote.

Take your Fiber Remote in hand and command it all.

Surf, record, order movies. Discover new and convenient ways to find what you're looking for. By title, by actor, by scheduled time.

Add Fiber TV Widgets for customized, real-time information—local weather, traffic, sports scores and more.

With your Fiber TV Remote, it's easy.

Which means there's nothing to stop you from getting what you want, when you want it.

# Self-Serve Ordering, Video On Demand and Search

## Self-Serve Ordering

With Ziplly Fiber, you can order premium packages like HBO®, Cinemax® and International channels with ease.

- No phone-ins.
- No long waits.
- Just tune in to the channel you want to purchase and press **OK**.
- Then follow the simple instructions to order and watch the channel.

## Video On Demand

Just click the **On Demand** button or go to **Channel 900**, and you'll enter a world of endless movies. Search by category, by keyword or by actor. You'll see our "featured titles" right up front with the hottest releases and favorites. Our poster view makes for easy recognition. And if you still can't decide, just watch a preview. Sit back and watch your movie with high-quality picture and sound.

## Pay Per View

The latest hit shows and events, such as concerts and wrestling matches, are yours at the push of a button with your Fiber TV Remote. To see what's playing and to order, press the **Menu** button on your remote and:

- Select **Pay Per View**.
- Highlight a title in **Upcoming Shows**.
- Press **OK**.
- Follow the instructions to purchase.

Note: Self-service ordering, DVR subscriptions, Pay Per View and Transactional Video on Demand are not available to all Business Customers and may not be exhibited by any customers to the public or patrons. Private Viewing Business Customers must enter online confirmation of the Terms of Service and Private Viewing Conditions in order to activate transactional Video on Demand and Pay Per View programming.

If you've pre-purchased a presentation, you can easily set a reminder so you don't miss a minute of it. Just go to the **Main Menu** and:

- Select the event through **Search** or with the **Guide** button.
- Select **Set Reminder** on the event information screen.

## TV Listings Search

What was the comedy with the two mismatched roommates? Or the name of the guy who played Igor? Find that movie, show, favorite actor, play or presentation in seconds. Simply use the on-screen keypad, scroll wheel or cell phone pad. Type in a keyword (or just initials, if that's all you know). Our Global Search will tear through TV DVR listings, High-Definition Video On Demand and Pay Per View\* and give you results by:

- Category (movies, children, sports, music).
- Keyword (program title, actor, topic).
- Content type (TV listings, PPV, DVR, HDTV and VOD).

\*Your search may find programming to which you are not subscribed.

**Help!** Just press **Menu** on the remote and scroll down to **Help** for further assistance with any features of the remote.

## Blocking Controls, Widgets

The Fiber TV Guide provides the ability to control and manage the programs and content that come into your business.

### With Blocking Controls, it's easy to:

- Selectively block programming by channel or rating.
- Selectively block Pay Per View and all purchases.
- Set up two different user-defined PINs (one to block programs and one for purchases).
- Hide adult programming from the TV Listings.
- Use On/Off quick settings to temporarily disable blocking controls without losing your settings.



When programs with a particular rating level are blocked, the Fiber TV Guide automatically blocks the higher ratings.




Also, if you have the DVR Set-Top Box, programs recorded with a PIN require the PIN to be entered in order to play back the recorded program.

### Tips:

- Just go to **Main Menu**, scroll down to **Settings** and **Blocking Controls**.

### Widgets

These handy little windows can give you up-to-the-minute information in your area—weather, traffic, community events and more. Setting them up is easy:

- Press the  button on your remote to launch the Main Menu.
- Enter your ZIP Code using the remote's buttons.
- Press **OK**.
- Choose the Widgets you want the first time you use Widgets.
- Press  or  to turn the Widgets on or off.

### Tips:

- You can set up two separate PINs: one to block programming, the other to block purchases for VOD, PPV, packages or premiums.
- You can temporarily disable the blocks by using the On/Off quick setting. Your settings will be saved.
- You can record shows/movies on your DVR Set-Top Box using a PIN, but you'll need the PIN to play them back.

**Help!** Press **Options** or go to the **Main Menu** and select **Help** for further assistance with any features of the remote. Check the TV Help Videos from the **Main Menu**.

## Recording TV Shows

**Note:** DVR not available to all Business Customers.






To record a show that's currently playing:

- Press the  button on the remote.

Got to the show late? No problem. If you start recording after the show has started, the DVR will actually record the show from the beginning as long as the channel you wish to record is pre-selected.

**Note:** DVR not available to all Business Customers.

*To schedule recording of an upcoming show or series:*

- Press **Menu** on your remote.
- Go to **TV listings** or use **Search** to find the show.
- Use the  and  to highlight the show you want to record.
- Press : a green check will appear next to the show.
- Press  a second time to record a series.
- Press  a third time to cancel a scheduled recording.


## Series Manager

This smart feature ensures that all the shows are recorded, even if the show's time slot or length is changed by the broadcaster. The folder with a red dot tells you the Series Manager has been scheduled. It will enable you to:

- Record only first-run episodes.
- Add extra time before and after a show.
- Permanently save a show.
- Rank the series you want to record.

## Recording Pay Per View Programs

This is an option available on some Pay Per View programs.

Just press  when the Pay Per View program begins. If you'd prefer to automatically record future Pay Per View shows, choose the Purchase and Record option when you select a show. Then enjoy it anytime you'd like.

### Tips:

- Typically, your DVR is designed to record up to about 85 hours of standard-definition and 15 hours of Hi-Def TV programming, however recording times may be greater with newer DVR models.

- Programs recorded in Hi-Def can only be played back on remote Hi-Def Set-Top Boxes.

**Help!** Press **Options** or go to the **Main Menu** and select **Help** for further assistance with any features of the remote. Check the TV Help Videos from the **Main Menu**.

**Note:** Self-service ordering, DVR subscriptions, Pay Per View and Transactional Video on Demand are not available to all Business Customers and may not be exhibited by any customers to the public or patrons. Private Viewing Business Customers must enter online confirmation of the Terms of Service and Private Viewing Conditions in order to activate transactional Video on Demand and Pay Per View programming.

## Review, Cancel or Delete Scheduled Recordings of Shows

### Reviewing Scheduled Recordings

Simply press the **DVR** button on your remote or select **DVR** from the **Main Menu**. You'll see the list of shows you've scheduled to be recorded under **Scheduled Recordings**. If you've scheduled to record a series, choose **Manage Series Recording** and you'll see it listed. As a helpful reminder, you'll also see how much recording time you have left.

### Canceling Scheduled Recordings

It's easy to undo what you've done. Just:

- Select **View Schedule** from the DVR menu.
- Highlight the program you want to cancel.
- Press **OK**.
- Then press **Cancel**.

### Playing a Recorded Show

Here's all you have to do:

- Select **View Recordings** from the DVR menu.
- Highlight the program you want to watch.
- Press **OK**.
- Then press **Play**.

## Deleting or Saving a Recorded Show

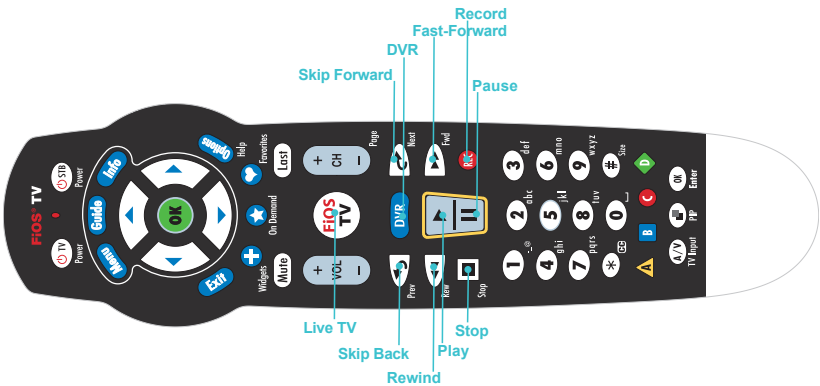
**Note:** DVR not available to all Business Customers.

Use these buttons to control playback of a recorded program, exactly as you would with a VCR. You can easily vary the rewind and fast-forward speeds.

- Press once for three times the speed.
- Press twice for 15 times the speed.
- Press three times for 60 times the speed.
- Press four times for 300 times the speed.

To delete, select **Recorded Programs** from the DVR menu, highlight the program you want to delete and select **Remove**.

Once the recording space is full, the DVR will automatically delete the oldest shows to make room for new recordings. If there's a show you want to be sure isn't deleted, select **Recorded Programs** from the DVR menu, highlight a program you want to save, then select **Protect**.



## Control your DVR—don't let it control you.

With Ziply Fiber Internet and wireless management, you can set your DVR from the office, the street or anywhere you have Internet access or a mobile device. Browse TV listings, record shows, search On Demand—all for FREE with your DVR service.

## Controlling Live TV with the DVR

**Note:** DVR not available to all Business Customers.

### Controlling Live TV

With Fiber TV, you can control live TV in some cool new ways.

- Pause the current channel being viewed.
- Switch to another channel.
- Go back to the previous channel.
- Resume viewing the program that was previously paused.

You can continuously switch between two channels, pausing, fast-forwarding and rewinding on both channels. Fiber TV lets you control live TV in the ways described below.

### Pausing or Resuming Live TV

Press the **Pause** button once to freeze the action. Press **Play** to resume the show.

### Rewinding Live TV

Press the **Rewind** button to go back to any part of a show already stored. Then press **Play** and resume watching the show. While you're doing this, you won't miss a thing because the DVR will continue to store the show.

### Fast-Forwarding Live TV

Press the **Fast-Forward** button to skip past a previously viewed portion of a live TV show. Then press **Play** to resume watching.

### Watching in Slow Motion

Want to see all the detail of that car chase crash? Want to catch something you missed in the background? Press **Pause** then **Skip Back** or **Skip Forward** to see the action in slo-mo, frame by frame.

## Instant Replay

Why should the sports broadcasters have all the fun? With Fiber TV, you can do your own instant replay. Press the **Skip** button to view the previous 10 seconds of a show you're watching live or have recorded.

## Resume Watching Live TV

If you're watching a live program delayed by pausing or rewinding live TV, press the **Fiber TV** button and you'll jump forward to the point in the show currently being broadcast.

## Status Bar

Whenever you **pause**, **fast-forward** or **rewind** a live or recorded program, this helpful feature appears. It shows you how much of a current show is stored in memory, what point of the show you're watching now and how far behind the live broadcast you are.

**Help!** Press **Options** or go to the **Main Menu** and select **Help** for further assistance with any features of the remote.

## Multi-Room DVR

**Note:** DVR not available to all Business Customers.

## Consider it the Ultimate Upgrade

The Multi-Room DVR allows you the freedom to enjoy everything that you record. It's simple, flexible and convenient.

## Multi-Room DVR

This has all the features of our standard DVR, but lets you view what you've recorded in multiple rooms. With the Multi-Room DVR, you can:

- Watch what you've recorded on up to two additional Set-Top Boxes at the same time.
- Watch the same program in three different rooms.
- Watch different programs in three different rooms.

## Accessing What You've Recorded from Set-Top Boxes

It's easy to spread the fun and entertainment around. After you've recorded on your Multi-Room DVR, simply:

- Use a remote Set-Top Box (a box in another room of the business).
- Choose **DVR** from the **Menu**.
- Select a program using the arrow keys.
- Press **OK**.

You'll be able to use your normal DVD playback controls (Pause, Rewind, Fast-Forward) on your remote. When you're done watching a recorded program, just press the **Stop** button.

**Note:** Multi-Room DVR is not available to all Business Customers.

## Multi-Room DVR Blocking Controls

Blocking Controls for remote Set-Top Boxes only manage live TV viewing. Blocking Controls for watching recorded programs on remote Set-Top Boxes are set up on the DVR by creating a PIN. A PIN must be set up for each Set-Top Box.



## Good to Remember




- Your Multi-Room DVR will support up to six additional Set-Top Boxes.
- Remote Set-Top Boxes cannot pause or rewind live TV.  
Program recordings cannot be set from remote Set-Top Boxes, only from the DVR.
- Two Set-Top Boxes at most can access recorded content from the DVR at the same time. An error message will flash after three or more tries.
- You cannot delete content from the DVR while another Set-Top Box is accessing that content.

**Help!** Press **Options** or go to the **Main Menu** and select **Help** for further assistance with any features of the remote. Check the demo video from the **Main Menu**.

## Favorite Channels

You can easily create and use a list of your Favorite Channels:

- Select **Menu** on your remote.
- Select **Settings** from the **Main Menu**.
- Select **Favorite Channels**.
- Highlight them using the  and  buttons.
- Press **OK** to add or remove channels.

To access your favorite channels, press the  button. Scroll using the  and  buttons and click **OK** after highlighting the channel you want to watch.

Get a current list of all Fiber TV Channels at:  
<https://ziplyfiber.com/small-business/helpcenter>

## Support

### Quick Tips

You can always find help by visiting:

<https://ziplyfiber.com/small-business/helpcenter>

Here are some Quick Tips to get the help you need.

### Most hardware issues can be solved by rebooting your router.

Unplug the power cord to your router, plug it back into the electrical outlet and wait 30 seconds. Check to see if this resolves the trouble. If the problem was missing Guide information, it may take about five minutes for the Guide to download. Always reset your router first and check to see if that fixes the problem. Resetting the router may be all that is required to correct the problem.

### Fiber TV not responding?

If you have a frozen picture, stuttering audio, can't change channels, are unable to display video or are missing the Guide, try rebooting the Set-Top Box by holding in the power button for 15 seconds and then releasing it.



## Where do I go for on-screen TV Help?

For on-screen help, look at the TV Help Videos—just press Menu on the remote and scroll down to Customer Support. Also check out Channel 131 to see what's new!

## No display on your TV?

Check to make sure your TV and Set-Top Box are powered on. Check TV for proper input settings (e.g., Video 1 or channel 3 or 4). Your installation technician determined the proper input or channel your TV should be tuned to when the service was installed. If those settings were changed, they must be restored. Also, check to be sure the batteries in your Fiber TV Remote are good.

**Help!** Press **Options** or go to the **Main Menu** and select **Help** for further assistance with any features of the remote.

## If you are seeing a blue screen:

Change your VCR's channel to 3 or 4. If changing the VCR's channel did not change your TV screen, make sure the TV is not in Video mode. Try one of the following to correct:

- Press the **Input** button.
- Toggle through the options and select **TV**.
- Press the **Video** button to change your TV's mode from Video to TV.
- Or press the **Menu** and locate the mode for Audio/Video setup and select the **TV** option.
- Be sure the Set-Top Box is plugged in and turned on.



## Remote not working?

Your remote needs a clear visual path to the sensor on the business entertainment equipment you are trying to operate.

- Make sure there are no obstacles between you and the remote.
- Make sure you are trying to use the remote from within 25 feet of the device.
- Make sure you are pointing the device directly at the sensor on your entertainment device.
- Make sure that your batteries are good.

## How do I set up my Fiber TV Remote?

The instructions in this booklet will work on either of our current remote controls—the P265 or the P144.

1. Get started by turning on your TV manually.
2. Using your FiOS TV Remote, press and hold the **TV** button.
3. While holding down the **TV** button, press **OK**.
4. Release both buttons. The Device Buttons will blink twice.
5. Press **9 2 2**.
6. Point the remote at the TV.
7. Press and hold the top half of the **PLAY/PAUSE** button: 
8. When the TV turns off, release the  button. You have found the right code. Press **OK** to store this code.

For additional information on device codes, refer to the Fiber TV Remote Control User Guide that came with your remote.

### If you can't power on and off your TV and Set-Top Box using the remote after you've programmed it:

It may be because either your TV or Set-Top Box isn't receiving the infrared signal from the remote. See which of the following describes your problem and follow the tips.

### If the Power button on the remote only turns the Set-Top Box on and off, but not your TV:

Try the following steps:

- Make sure there is a clear line of sight between the infrared light of your remote and your TV.
- Press the **Power** button.
- If the TV does not respond, the remote is not programmed with the correct code.

## **If the Power button on the remote doesn't always turn the TV on and off:**

Try the following steps:

- Make sure the TV and Set-Top Box are near each other.
- Make sure nothing is blocking the front of either device.
- If your TV is plugged into the power outlet on the back of the Set-Top Box, try plugging your TV directly into a wall outlet.
- Press the **TV** button, then the Power button, to control the TV alone.

## **Additional Assistance**

Ziply Fiber makes it easy to get the help you need. Just press the **Menu** button on the remote and scroll down to **Help**. Don't forget about **Channel 131** to see what's new.

# Equipment

## **Optical Network Terminal (ONT)**

Think of this as a kind of electronic translator. Ziplly Fiber sends signals over our state-of-the-art network using laser-generated pulses of light. The ONT, installed either outside or inside your home, converts those pulses into electric signals.

## **ONT Power Supply Unit (OPSU)**

This unit connects the ONT directly to a grounded electrical outlet in your home or garage. The OPSU's green indicator light tells you it's receiving power. Make sure it's plugged in at all times and that the green light is on. The ONT requires very little power to operate. In fact, it's as little as what it would take to operate a couple of night lights.

## **Battery Backup Unit (BBU)**

In case the OPSU is accidentally unplugged, or there's a commercial power failure, the BBU is here to help. Depending on the type of ONT installed, your ONT may have an internal Sealed Lead Acid battery or an external optional Power Reserve battery backup device. It will give you power for voice service (not Internet or TV) for up to eight hours (or approximately 20-hour battery backup time if the Power Reserve is used). It's installed in a location in your home or garage where you can easily monitor it. Its audible alarms and indicator lights tell you whether your service is being powered by your home's electricity or the battery.

## Good to Remember:

- When your BBU needs to be replaced, you can purchase a battery at most major electronic outlets and home improvement stores or by calling Frontier.  
**Note:** If you have a Sealed Lead Acid battery, it is designed specifically for use with the Ziplly Fiber Network. Use of a battery other than a 12-Volt 7.2 Ah SLA Sealed Lead Acid battery is not recommended since other battery types may impact the performance of your services. Ziplly Fiber is not responsible for damages that result from use of an improper battery. **Batteries need to be disposed of properly.** Visit [www.epa.gov/osw](http://www.epa.gov/osw) or call the EPA at **1.202.272.0167** for instructions.

## Battery Backup Unit Audible Alarms

If there's a problem with your BBU, an alarm will sound for two seconds and will be silent for 58 seconds. This will be repeated until you press the Alarm Silence button. Once you do, be sure to check the lights on the BBU to find the issue. Below are two of the most common reasons for the alarm to sound—and how you'll know:

**Low Battery**—the alarm is silenced after electrical power returns, or when the battery is fully discharged or removed from the BBU.

**Replace Battery**—the alarm is silenced when the battery is removed.

## Router

This unit enables more than one computer in your home to be online at the same time. It's been designed specifically to work with the Ziplly Fiber network. Using routers not supplied by Ziplly Fiber may impact the performance of your services.

Your router comes with diagnostic software that can help you troubleshoot and correct problems with your service.

# BBU Indicator Signals

These are the sights and sounds you should know.

## Lights

### System Status:

Green—normal operation  
Blinking Green—system fault

### Battery Power:

Red—ONT is operating off battery power; no AC power available  
Blinking Red—low battery power

### Replace Battery:

Red—battery needs to be replaced

### Auxiliary Power:

Green—auxiliary power available  
Red—auxiliary power not available

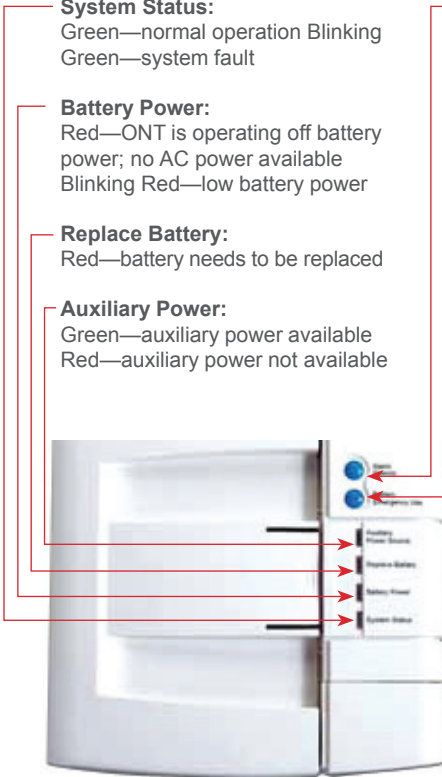
## Buttons

### Alarm Silence:

Press to silence audible alarm

### Battery Emergency Use:

Press once to reboot ONT and get up to one hour of battery life for phone calls—all remaining battery life will be used





## Index

### Welcome to Fiber Internet for Business ..... 5

#### Business Network Connections ..... 5-6

Wired Connection ..... 5

Wireless Connection ..... 6

#### Support ..... 7

Quick Tips ..... 7

- Can't Connect to the Internet ..... 8

- Forgot Username and Password ..... 8

- Rebooting/Resetting Router ..... 7

- Slow Service ..... 8

- Wireless Business Network ..... 9

### Welcome to Fiber TV for Business ..... 10

Blocking Controls, Widgets ..... 16-17

Controlling Live TV with the DVR ..... 21-22

Fast-Forwarding Live TV ..... 21

Instant Replay ..... 22

Pausing or Resuming Live TV ..... 21

Rewinding Live TV ..... 22

Watching in Slow Motion ..... 21

**Favorite Channels** ..... 24

**Multi-Room DVR** ..... 22-23

Accessing Recorded Shows from Set-Top Boxes ..... 23

Multi-Room DVR Blocking Controls ..... 23

Status Bar ..... 22



## Recording Pay Per View Programs

<b>Recording TV Shows Remote</b> .....	17-18
<b>Basics</b> .....	13
<b>Remote Buttons</b> .....	10-11
<b>Remote for DVR</b> .....	13-14
<b>Remote Overview</b> .....	10-11
<b>Remote Setup</b> .....	12
<b>Review, Cancel or Delete Scheduled Recordings of Shows</b>	19-21
Canceling Scheduled Recordings .....	19
Deleting or Saving a Recorded Show .....	20
FiOS Mobile DVR .....	21
Playing a Recorded Show .....	19
Reviewing Scheduled Recordings .....	19
<b>Self-Serve Ordering, Video On Demand and Search Pay Per</b>	15-16
View .....	15
Self-Serve Ordering .....	15
TV Listings Search .....	16
Video On Demand .....	15
<b>Series Manager</b> .....	18
<b>Support</b> .....	24-27
Additional Assistance .....	27
Quick Tips .....	24
• If You Are Seeing a Blue Screen .....	25
• Issues with Power Button on FiOS TV Remote .....	26-27
• No Display on Your TV .....	25
• On-Screen TV Help .....	25
• Rebooting Your Router .....	24

- Remote Not Working .....25
- Setting Up Your Fiber TV Remote .....26
- TV Not Responding .....24..

**Widgets** .....17

**Equipment** ..... 28

- Battery Backup Unit..... .28
- Battery Backup Unit Audible Alarms.. ..... .28
- Battery Backup Unit Indicator Signals .....30

Router .....29

- Optical Network Terminal..... 2 8
- Optical Network Terminal Power Supply Unit. .... 2 9



## Contact Information

### Help by Phone

**1.866.699.4759**

### Help Online

Go to <https://ziplyfiber.com/small-business/helpcenter> to access the following information:

- Account and Billing
- Calling Features
- Troubleshooting
- Using Your Email