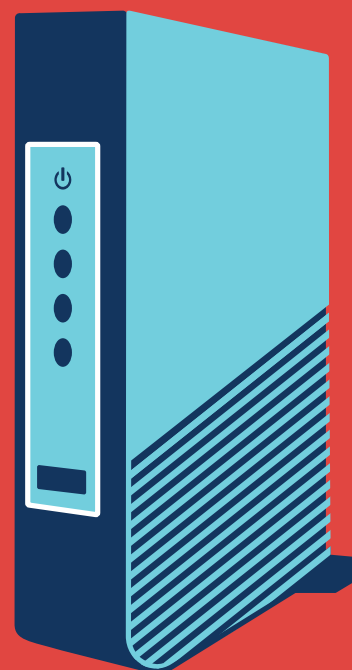


# Frontier<sup>®</sup> Routers

Arris NVG448BQ,  
NVG448B &  
NVG443B

Your guide to a  
safety-first install



Due to COVID-19, we are taking additional precautions to protect you and our technicians. This means that we are performing installations following safety protocols that include wearing protective equipment, maintaining social distancing and asking you to assist—as needed—with tasks such as plugging in and activating equipment. In addition, for the safety of our technicians, we are asking our customers to wear a face mask or face covering during installation appointment.

Below is a visual guide for reference. For more help managing your account and products from the safety of your home, please visit [frontier.com/onlinehelpnow](https://frontier.com/onlinehelpnow).



## YOUR ROUTER: 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 Frontier<sup>®</sup> 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.

### 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.

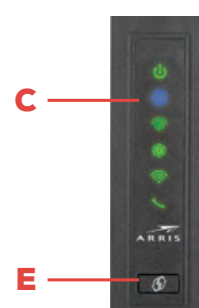
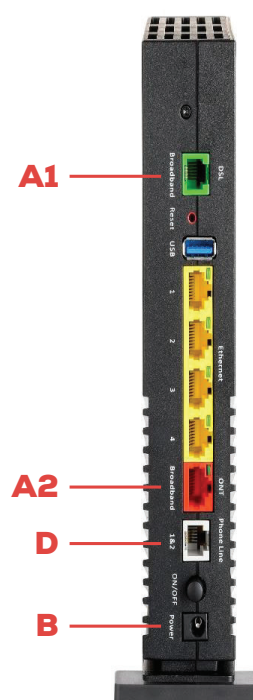
#### Option 2: Battery Backup Unit (BBU)

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 FiOS 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 [frontier.com/activate](https://frontier.com/activate) to complete your acceptance of our terms of service.



## D. Connect Your Phone (existing Voice customers only)

If you have Frontier'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 Frontier® 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.

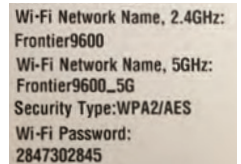
## Connect Additional Devices to the Router

### 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.

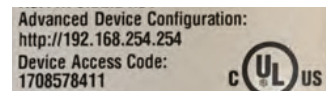
## Personalize Your Router

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.



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 Frontier ID, managing your router and more, go to [frontier.com/onlinehelp](http://frontier.com/onlinehelp)

## Don't go it alone.

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# 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 Frontier helpdesk at 1.800.921.8101.

### Problem: I have questions not covered in this guide.

- **Solution:** Please call the Frontier helpdesk at 1.800.921.8101.
- **Solution:** Videos and more information are available at [frontier.com/helpcenter](http://frontier.com/helpcenter).

Frontier is following applicable CDC and state-required procedures to protect against COVID-19 transmission. Frontier is using its best efforts in this regard. However, Frontier accepts no liability for illness related to installation or the provision of Frontier services. Frontier also reserves the right to delay, postpone or cancel installation for reasons related to COVID-19 and/or state or local rules, regulations or orders regarding COVID-19.

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