



# FiOS<sup>®</sup> by Frontier<sup>®</sup> Router and Optional MoCA Adapter

Arris NVG468MQ  
Arris MEB1100

## QUICK SETUP GUIDE

### **STEP 1** *Check your Config*

Your new FiOS<sup>®</sup> by Frontier<sup>®</sup> Data service could be configured using Ethernet or MoCA from the Optical Network Terminal (ONT) to your FiOS Router. Check your packaging contents.

If you have a MoCA Adapter, make sure you have the following:

MoCA Adapter (1)



FiOS Router (1)



Power Adapter (1)



Coax Cable (3)



Ethernet Cable (1)



USB Cable (1)



Splitter (1)



### **NEXT:** Proceed to Step 2

If you don't have the MoCA adapter, check your packaging contents and make sure you have the following:

FiOS Router (1)



Power Adapter (1)



Coax Cable (1)



Ethernet Cable (1)



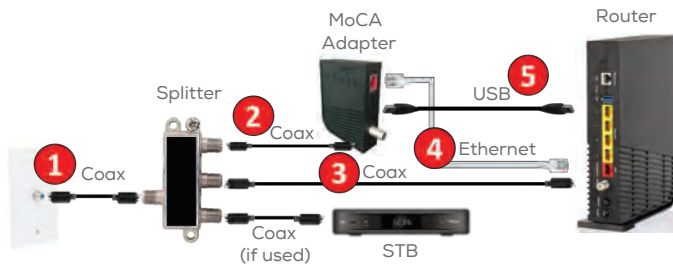
### **NEXT:** Proceed to Step 2

## STEP 2 CONNECT YOUR ROUTER

### New Customers configured with a MoCA Adapter:

#### A. Connect the MoCA Adapter and the Router

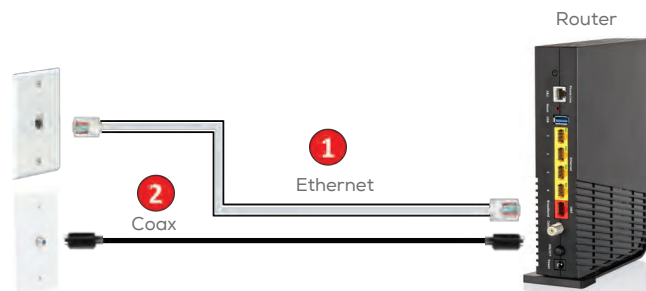
- 1 Connect a Coax cable from the wall jack to the side of the Splitter (Coax In) with a single port.
- 2 Connect the second Coax cable to one of the remaining ports on the Splitter (Coax Out) and then to the port on back of the MoCA adapter labeled "ONT Broadband".
- 3 Connect the third Coax cable to a remaining port on the Splitter and then to the port on the back of the Router labeled "Cable Line".
- 4 Connect the Ethernet Cable to the RED port on the MoCA adapter labeled "RG Broadband" and then to the RED port on the Router Labeled "ONT Broadband".
- 5 Connect the USB cable to the port on the MoCA adapter labeled "Power" and then to the port on the Router labeled "USB".



### New Customers configured without a MoCA Adapter:

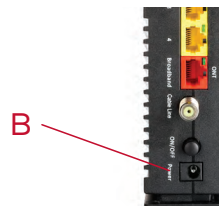
#### A. Connect the Router

- 1 Connect one end of the WHITE 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 RED Ethernet port labeled "ONT" on your router.
- 2 Connect a Coax cable from the wall jack then to the port on the back of the Router labeled "Cable Line" if subscribed to TV service.



#### B. Connect Power to the Router

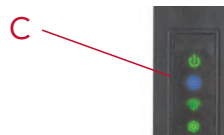
Plug the power adapter into the port labeled "Power" on the router and then plug the power adapter into a power outlet. Press the power button on the back of the router to turn it on.



#### 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.



## STEP 3 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:

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 credentials on the router

**CONGRATULATIONS** YOU HAVE SUCCESSFULLY  
INSTALLED AND CONFIGURED YOUR ROUTER.

To learn more, go to [frontier.com/helpcenter](http://frontier.com/helpcenter)

## STEP 4 (optional) PERSONALIZE 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.

Advanced Device Configuration:  
<http://192.168.254.254>  
Device Access Code:  
1708578411



Sample image, use credentials on the router

Please also note any changes you've made to the router in the event you need support.

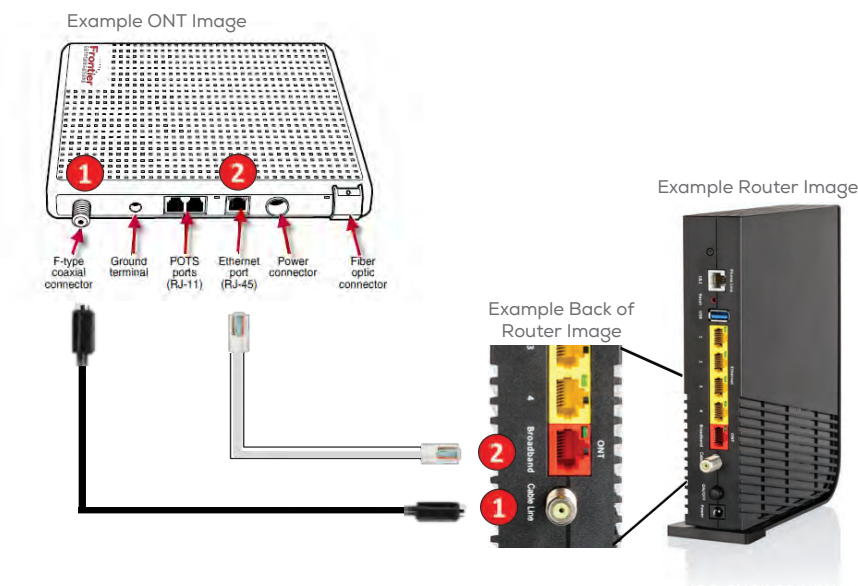
## Home Wiring Connections

Frontier® uses an Optical Network Terminal (ONT) and a Router to connect your home to the Internet and enable Data, Voice, and TV Services. If the steps above do not result in an Internet connection, check the cables on the ONT.

Ethernet-connected homes will require BOTH Ethernet and Coax connections from the ONT to the Router for TV service.

- 1 Confirm the Coax connector on the ONT is securely connected to the home wiring used by the router (or directly to the Router). Many ONT's require this connection for both Data and TV services.
- 2 Confirm the Ethernet connector on the ONT is securely connected to the home wiring used by the router (or directly to the Router). Many ONT's require this connection for Data services.

To determine if the ONT is provisioned for Ethernet or MoCA, look for the light on the ONT:  
- DATA light ON: Ethernet is provisioned  
- MoCA or HPNA light ON: Coax is provisioned



## TROUBLESHOOTING

- SOLUTION: Make sure all coaxial (Coax) connections from the Optical Network Unit (ONT) to home wiring and to the Router and Set Top Box are connected.
- SOLUTION: Make sure the Coax cables are securely fastened to the Wall, Splitter, MoCA adapter and Router.

PROBLEM: INTERNET LIGHT DOES NOT BECOME SOLID BLUE.

- SOLUTION: Make sure the white *Ethernet cable* is connected to the RED Ethernet port on the Router labeled "ONT Broadband" (*not to the yellow Ethernet ports*)
- SOLUTION: Make sure the Coax cables are securely fastened to the Wall, Splitter, MoCA adapter and Router.

PROBLEM: UNABLE TO CONNECT TO THE WI-FI NETWORK.

- 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: CHANNEL GUIDE IS NOT UPDATING

- SOLUTION: Make sure the Coax cable is securely fastened between the Splitter and the Router

PROBLEM: I HAVE QUESTIONS NOT COVERED IN THIS GUIDE.

- SOLUTION: *Please call the Frontier helpdesk at 1.800.921.8101.*

SUPPORT: Videos are available at [frontier.com/helpcenter](http://frontier.com/helpcenter).

Detailed instructions on setting up a home wireless network are available at [frontier.com/helpcenter](http://frontier.com/helpcenter).

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