

Important information about  
your fiber-optic equipment.



# Welcome to Verizon FiOS Internet

Congratulations! Your home is now equipped with Verizon FiOS Internet, the cutting-edge technology that lets you experience communications at lightning speed.

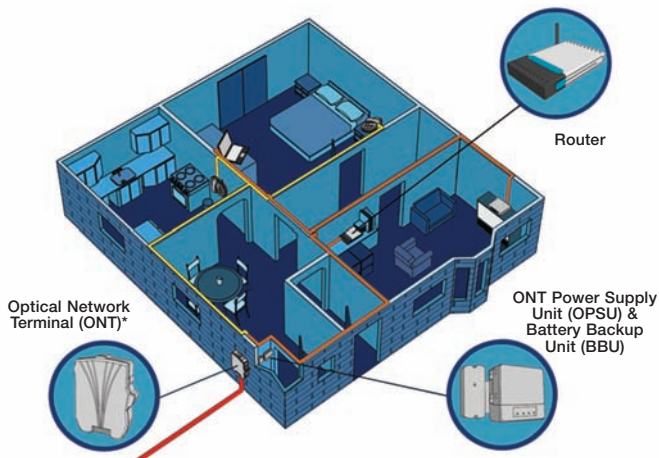
In addition to supporting the demanding applications on the Web today, FiOS prepares you for the high-tech applications that will emerge in the future. Your home is now ahead of its time.

As you may know, there are some important differences between fiber-optic Verizon FiOS and your traditional data and voice services. The following pages explain the equipment installed with your Verizon FiOS Internet. This information will help ensure that you get the optimal performance out of your Verizon FiOS service. Please read through it carefully.

## FiOS Internet Service Installation Diagrams

### Single-Family House and Some Apartments/Condominiums

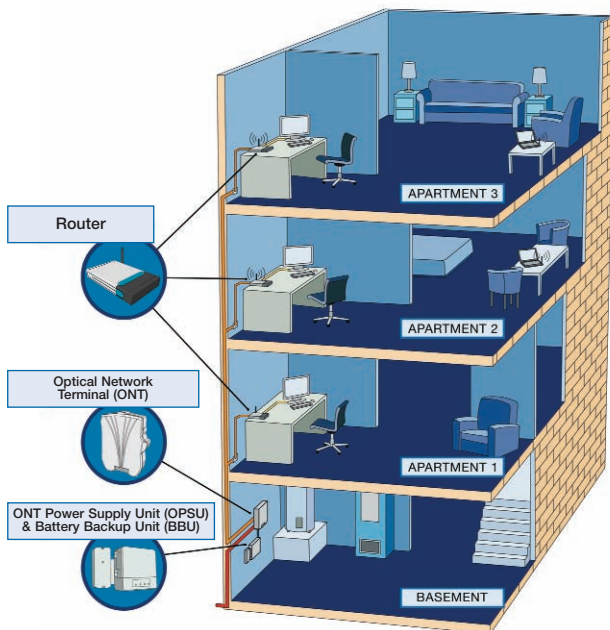
Depending on the type of home you live in, your FiOS Internet service will be installed using either the installation model shown below, or the one on page 3. You will find more information on each piece of equipment on the following pages.



*\*Indicates that the ONT could be installed onto either the outside or inside of the home.*

## Some Apartments/Condominiums

If you live in a building with multiple units, such as an apartment building or other location with multiple tenants, the ONT and Battery Backup Unit (BBU) may be installed in your apartment's utility room or closet (see Single-Family House diagram). However, in many apartments and condominiums, the ONT/BBU are installed in a centralized location in your building. In that case, the information on pages 4–9 may not apply to you.



Problems with your equipment or service? Please visit [fioshelp.verizon.com](https://fioshelp.verizon.com) or call 1-888-553-1555.

## FiOS Equipment

### The Optical Network Terminal (ONT): Your light source

Traditional telephone service uses copper wire to transmit communications signals. Verizon FiOS, however, transmits signals using hair-thin strands of glass fiber and laser-generated pulses of light.

When that light reaches your home through the Verizon network, it is converted into electric signals in a box installed onto either the outside or inside of your home called the ONT. That way, it can be “read” by your telephones and computers. Information that is sent from your home will be converted from electric signals to light in the ONT.

Unlike traditional self-powered telephone service, your Verizon FiOS service depends on your home’s power source.

The ONT has a power cord that goes into your home through the ONT Power Supply Unit, where it plugs into an existing standard electrical outlet.

**To ensure connectivity to the Verizon FiOS network, please make sure your ONT Power Supply Unit is plugged in at all times.**



**Please note: One of these ONT models will be installed onto either the outside or inside of your home.**

## ONT Power Supply Unit (OPSU): Your electricity source

Your ONT requires electricity to operate all Verizon services provided on the FiOS network. The OPSU supplies that power by connecting your ONT directly to an electrical outlet in your home or garage.



The OPSU contains a single indicator light that tells you if electrical power is present. If the indicator light is dark, electricity is not flowing from the outlet to the ONT. In normal operation, the light should be green.

The ONT requires very little power to operate. In fact, the amount of power needed is as little as what it would take to operate a couple of night lights.



## Battery Backup Unit (BBU): Continuous power when you need it

In case your ONT Power Supply Unit is accidentally unplugged — or in the event of a commercial power failure — a BBU has been installed to provide you with backup power for voice service for approximately eight hours.

Your BBU was installed in a location in your home or garage where it can be easily monitored — most likely near the OPSU. The BBU is connected directly to the ONT to provide backup power if it's needed. In addition, the BBU contains a series of indicator lights that tells you whether your service is being powered by your home's electricity or the battery.

The BBU also tells you when the battery needs to be replaced. The average life of your battery is between one and four years, depending on the average temperature of the environment. When your battery does need to be replaced, you can purchase a sealed lead-acid battery at a major electronics outlet or a home-improvement store. Or, you can contact the Verizon Fiber Solutions Center at 1-888-553-1555 and they will direct you to an approved battery replacement vendor who will be able to handle your request for a new battery.

*Note: Battery disposal standards and requirements vary by state. If you need to replace the sealed lead-acid battery in your backup unit, please check the following Environmental Protection Agency resources for proper disposal instructions: visit [www.epa.gov/epr/products/batteries.html](http://www.epa.gov/epr/products/batteries.html) or call the EPA directly at 1-800-424-9346.*

## BBU Audible Alarms:

Both BBU models are equipped with an audible alarm to inform you of problems with your BBU. The alarm sounds for two seconds and then is silent for 58 seconds. The conditions listed below are the potential reasons for the audible alarm. You can use the alarm in combination with the indicator lights to troubleshoot your BBU issue.

**Low Battery** — Alarm is silenced if the battery voltage goes above 12V (electrical power has returned), the battery is fully discharged or the battery is removed from the BBU.

**Foreign Voltage** — Alarm is silenced once the foreign voltage has been properly removed.

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

**Overcurrent** — Alarm is silenced once the overcurrent has been properly removed.

Since you are responsible for the management of your battery, it is very important that you familiarize yourself with the light signals and audible alarms to ensure that you have backup power if it's needed.

*Please note: During a power outage, only your telephone service will receive power. Your backup battery will not operate your Internet or video services or your router.*

## BBU Indicator Signals:

You have received one of the following BBU models as part of your FiOS installation. Please look at the photos to determine which model you have.

### Models #1 & #2:

The BBU models below use a combination of lights and buttons to signify certain conditions, as described below.



### Buttons:

**Battery Emergency Use** — To protect you in an emergency, the BBU will shut down approximately one hour before the battery is fully depleted. If you need to make a phone call, press the Battery Emergency Use button once. This will enable the ONT to reboot and up to one hour of battery life for talk time will be provided for emergency calls. After the button is pushed, all remaining battery life is used.

**Alarm Silence** — Press this button to silence an audible alarm.

### Lights:

#### Auxiliary Power:

Not currently available.

#### Replace Battery:

Red — Battery needs to be replaced.

#### Battery Power:

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

Blinking Red — Battery power is low.

#### System Status:

Green — Indicates normal operation.

Blinking Green — Indicates system fault.

Problems with your equipment or service? Please visit [fioshelp.verizon.com](http://fioshelp.verizon.com) or call **1-888-553-1555**.

### Model #3:

The model shown at right has four distinct lights to signify certain conditions, as described below.

#### Lights:

##### Systems:

**Green** — Operating normally.

**Blinking Green** — Battery is going through a self-test.

**Yellow** — ONT is operating from the battery and the battery is discharging.

**Blinking Red** — Battery is fully discharged and needs to be replaced.



##### Battery:

**Green** — ONT is operating normally. BBU is on standby.

**Yellow** — Battery is either recharging or conducting a self-test, or the BBU is providing power to the ONT.

**Red** — Battery is low. When this light comes on, approximately two hours of talk time remain.

##### Replace Battery:

**Red** — Battery needs to be replaced.

##### Auxiliary:

**Green** — Auxiliary battery pack (ABP) is connected to the BBU. ABP option is currently not available.

**Off** — No auxiliary battery pack is connected.

*Please note: If you live in a multiple dwelling unit, such as an apartment building or other location with multiple tenants, the ONT/BBU may be installed in your apartment's utility room or closet. However, in many multiple dwelling units, the ONT/BBU is installed in a centralized location. In that case, the information on pages 4–9 may not apply to you.*

## Verizon FiOS Internet Router: State-of-the-art sharing

As part of your Verizon FiOS Internet service, you received a router. Our routers have been tested for use with Verizon FiOS Internet. Your router enables you to create a home network, so that multiple computers can be online at the same time. Your router also contains special diagnostic software that can help us troubleshoot and correct problems, should you experience trouble with your Internet connection.

**IMPORTANT NOTE:** This Verizon supplied router is designed specifically for use with the Verizon FiOS network. Use of other routers may impact the performance of your FiOS services.



## Troubleshooting Tips

If you experience problems with your phone or Internet service, the following checklist could save you a call to the Verizon Fiber Solutions Center. It will also help us get to the root of the problem faster when you do call.

### **Power:**

1. Check to see if you are experiencing a power outage.
2. If there is no power outage, check to see if your OPSU is plugged into an electrical outlet and that the indicator light is illuminated.
3. If the indicator light is not illuminated and the outlet is a Ground Fault Circuit Interrupter (GFCI), check to make sure it hasn't been tripped. If it has, press the reset button.
4. Check the fuses and circuit breaker to make sure your outlet is working. Reset the breaker or replace fuses, if necessary.
5. After taking these steps, recheck the indicator light on the OPSU to see if it is illuminated. If it is, recheck for service.

### **Battery:**

If you are experiencing a power outage, please review the following battery troubleshooting steps:

1. Check the lights on your BBU (see pages 8 and 9) and check the battery connection inside the BBU.
2. If the battery is properly connected and the Replace Battery indicator light is red, replace the battery in your BBU, as it is fully discharged.
3. After taking these steps, recheck the BBU indicator lights. If the battery lights are not in normal status, call the Verizon Fiber Solutions Center for assistance.

If you have gone through the above Power and Battery checklists and are still experiencing problems with your Internet service (or with both Voice and Internet services), skip the following Voice Service Test and call the Verizon Fiber Solutions Center directly.

*Problems with your equipment or service? Please visit [fioshelp.verizon.com](https://fioshelp.verizon.com) or call **1-888-553-1555**.*

**Voice Service Test:**

If you're having problems with your voice service, it could be your inside wiring. To find out, take a corded wireline telephone and a slotted-tip screwdriver to your ONT. Open the cover and remove the wire from the phone jack in question. Plug in your telephone and listen for the dial tone.

If you hear a dial tone, then the problem may be with your inside wiring. Please contact the Verizon Fiber Solutions Center for assistance. (Charges may apply for the repair of inside wiring.) If you don't hear a dial tone, please call the Verizon Fiber Solutions Center to report your trouble. A technician may ask you to describe the indicator lights inside your ONT, in order to help diagnose the problem. In addition, your technician will assist you with understanding what each light means.

If you do not have voice service with Verizon, you will not be able to perform the dial-tone test. In that case, contact us and we'll be happy to help you.

Call **1-888-553-1555** — 24 hours a day.





*Power for services provided on the Verizon FiOS network must be supplied by the customer. Customer is responsible for backup battery replacement. Backup battery does not supply power for Internet, VOIP or video services. In case of power failure, 911 service (except through VOIP) will be available until the backup battery expires. Certain telephones, answering machines and other telephone equipment not meeting industry standards may not work with service provided on the Verizon FiOS network.*

©2007 Verizon. All Rights Reserved.

VRZNFIFFP0825-SG-07/07