

Your FiOS Internet Information

TROUBLESHOOTING

Can't connect to the Internet?

Try these steps:

1. Make sure the power is on at your router and Optical Network Terminal (ONT). Check the Ethernet connections between your computer and router and between your router and wall jack. Make sure that your router power cord is securely plugged in.
2. Try rebooting your computer.
3. Power-cycle your router by first disconnecting the power cord, waiting a few minutes, then reconnecting the power cord.
4. Check to ensure that your firewall software is not blocking your Internet access. Refer to your firewall software user guide.

Can't send or receive E-mail?

1. Double-check to ensure that the e-mail address has been typed correctly.
2. Check to see if you have an active Internet connection by opening the Verizon home page (**verizon.com**) in your web browser.
 - If the Verizon home page displays, download PC Checkup at **verizon.net/pccheckup**, then select the E-mail Check tool.
 - If the Verizon home page does not display, you may have a connection issue.

If you need more help, visit fioshelp.verizon.com or call us at 1-888-553-1555.

ORDERING ADDITIONAL SERVICES

If you would like to increase your Internet speed or add other FiOS premium services, just give us a call at 1-888-553-1555 or visit us at verizon.com.



FiOS Order Reference Number _____

Customer Account Number _____

PRIMARY E-MAIL ACCOUNT

E-mail Address _____

E-mail Password _____

ROUTER

Router Location _____

Router IP **192.168.1.1**

User Name **admin**

Password _____

SSID _____

WEP Key _____

64 Bit/10 Character 128 Bit/26 Character

FIOS INTERNET SERVICE

5M/2M 10M/2M 15M/2M 20M/5M 30M/5M 50M/5M

SPEED TEST RESULTS

How fast is your connection? Find out anytime at speedtest.verizon.net.

For questions regarding your installation or equipment, visit us at fioshelp.verizon.com or call the Verizon Fiber Solutions Center at 1-888-553-1555.



Quick Tips

MAKING THE MOST OF YOUR VERIZON FIOS INTERNET

When You Need Help

For step-by-step assistance and information on a variety of broadband service topics, go to: <http://fioshelp.verizon.com>.

When you visit our online help tool, you can find out about:

- Setting up a wireless home network
- Configuring e-mail (e.g., Outlook)
- Adding more Verizon e-mail accounts
- Billing questions
- FiOS Internet help
- Anti-virus and other security tools
- Software downloads
- Customer support by e-mail

CONNECTING TO YOUR WIRELESS NETWORK

Follow these steps to begin access:

1. Verify that your wireless signal is turned on. Some wireless laptops have a physical button that enables and disables the wireless networking card.
2. Verify that you have sufficient signal strength to connect to the router. You may need to move your computer or other device closer to the router in order to connect.
3. Use these steps to verify that you are connected to your SSID (see second bullet below) and not another wireless signal.
 - Go to Control Panel > Network and Internet Connections > Network Connections
 - Look under “LAN or High-Speed Internet” to find the icon which represents your wireless connection. If your wireless connection shows “Not Connected,” select “Get Connected.”
 - If your wireless network connection shows “Disabled,” right click the icon, then select “Enable.”

SETTING UP COMPUTERS AND OTHER DEVICES FOR WIRELESS INTERNET ACCESS

In order to set up or access your wireless network, you will need the order information provided in “Your FiOS Internet Information.” Follow these steps to begin access:

1. Turn on computer and right click on the wireless network tool (should be located on your toolbar).
2. Locate the “SSID” (network name) of your network in the list and select it as your network connection.
3. When prompted, enter the “WEP Key” provided in “Your FiOS Internet Information.”
4. If an application asks if your WEP Key is 64 bit or 128 bit, refer to “Your FiOS Internet Information.”

E-MAIL HELP

For help with e-mail and to change settings, you will need your primary e-mail account address and password. Go to: <http://central.verizon.net>, click on the “My Account” tab, and log in using your primary e-mail user name and password.

You can:

- Manage your Account Information
- Create sub-accounts
- Add new e-mail addresses

CHOOSE YOUR ONLINE EXPERIENCE

With Verizon Online, you can choose either Verizon Yahoo! for FiOS or Verizon FiOS Internet with AOL to deliver a richer, more personalized Internet experience. Whichever you choose, you’ll immediately experience the benefits of combining a superior, high-speed broadband connection with the latest software, exclusive content, and premium services of the world’s top Internet brands.

You’ll get:

- The latest in online protection
- Parental controls
- Firewall and virus protection
- E-mail features
- Entertainment options
- And more

If you didn’t make your selection during registration, just go to <http://central.verizon.net>, click on the “My Account” tab and log in with your user name and password.